EXHIBIT L

#325562 City of New York - Correspondence #1-1-7068957 Message to Agency Head, DOC - Other by agencymail on Jul 18, 2020 07:30 PM | DueBy: Jul 27, 2020 09:10 AM (Delay by 351 days)

Description		
To: constituentservices@doc.nyc.gov		
Below is the result of your feedback form. It was submitted on Saturd	ay 18th of July 2020 07:27:59 PM	
This form resides at https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2		out%2Fcontact-the-commissioner.page&data=02%7C01%7C
Form: Customer Comment		
Organization Name: DOC		
Message Type: Complaint		
Topic: Other		
Message: NIC Facility Inmate Peter Rodriguez #3481603090 Is filing a	complaint about lack of Device Progra	m which provides Tablets, Books, Magazines, Cards and other act
I would like to: enter my contact information below		
Prefix:		
First Name:		
Mî:		
Last Name:		
Suffix:		
Company:		
Street Address:		
Apt /Suite:		
City:		
State: NY		
Country: United States		
Postal Code:		
Phone:		
Extension:		
Email Address:		
REMOTE_HOST: 161.185.208.138 HTTP_ADDR: www1.nyc.gov HTTP_USER_AGENT: Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleW		ome/83.0.4103.116 Safari/537.36
This e-mail, including any attachments, may be confidential, privileged or otherwi	se legally protected. It is intended only for th	e addressee_ If you received this e-mall in error or from someone who was
Request Details		
Properties		
Status	Open	DEF 007875

Category

Subcategory

Item

Group

Technician

Date of Complaint

Mode

CRM#/Quorum

Inmate First Name
Inmate Last Name

Inmate Alias/Nickname

Inmate Age

Inmate Age Group

inmate B&C

Inmate NYSID

Inmate agrees to have IGRP staff edit statement for clarification

Inmate needs IGRP staff to write/requests the grievance

Inmate has filed this grievance/request with a court of other agency

Inmate requires the assistance of an interpreter

Date of Incident

Time of Incident

Facility

Inmate Housing Area Location

Facility where incident occured

311/Grievance

Complaintant First Name

Complaintant Last Name

Complaintant Phone Number

Complaintant Email Address

Complaint Status

Complaint Type

ADA Request Type

Request Validation

Inmate Housing Area

Created By

SLA

Created Date

Response DueBy Time

Requester details

1-1-107 details

Name Email

Employee Id

Constituent & Grievance

Other Request

Other Complaint

Constituent & Grievance

Nathan Lebron

Jul 20, 2020 09:08 AM

311

1-1-7068957

Rodriguez

Peter

29

22 and up (Adult)

3491603090

09839298P

Not Assigned

Not Assigned

Not Assigned

Not Assigned

North Infirmary Command (NIC)

2B

Not Assigned

Anonymous

Anonymous

•

Accepted

Not Subject to IGRP

Not Assigned

Not Assigned

*

System

Not Assigned

Jul 18, 2020 07:30 PM

-

agencymail

agencymail@customercare.nyc.gov

40

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Contact number	te.
Department	e ·
Job Title	±
Mobile number	
Share Details - This Request is not shared with any user,	
Resolution - No resolution found.	
Conversations No Conversations	

#399523 Re: A new task titled 'Environmental' has been assigned to your group 'Constituent -Environmental'

Status: Open Priority: -

by Monique Antoine on Apr 18, 2021 01:38 PM | DueBy: N/A

Description

To: servicedesk@doc.nyc.gov

cc: patricia.feeney@doc.nyc.gov, timothy.cowen@doc.nyc.gov

Good afternoon.

Please provide the name of the facility.

Thank you,

Monique

Sent from my Verizon, Samsung Galaxy smartphone

From: Service Desk <servicedesk@doc.nyc.gov>

Sent: Sunday, April 18, 2021 10:32:40 AM

To: Stafford, Michele <Michele.Stafford@doc.nyc.gov>; Doumbia, Ayouba <Ayouba.Doumbia@doc.nyc.gov>; Antoine, Monique <Monique.Antoine@doc.nyc.gov>; Blake, Mark <Mark.Blake@doc.nyc.gov>; Calvert , Yanique <Yanique.Calvert@doc.nyc.gov>; Reynoso, Wendy <wendy.reynoso@doc.nyc.gov>; McCormick, Kristine <Kristine.McCormick@doc.nyc.gov>; Cowen, Timothy <Timothy.Cowen@doc.nyc.gov>; Alexander, Shante <Shante.Alexander@doc.nyc.gov>; Feeney, Patricia <Patricia.Feeney@doc.nyc.gov>; Gordon, Janiel <Janiel.Gordon@doc.nyc.gov>

Subject: A new task titled 'Environmental' has been assigned to your group 'Constituent - Environmental'

Dear User,

A new task titled Environmental has been assigned to your group 'Constituent - Environmental'. The task is scheduled to start on Apr 18, 2021 12:00 AM and end on Apr 25, 2021 11:59 PM. A few details about the task is given below,

Task ID: 114161 Priority: Normal

Description: Good day Ms. Antoine,

We received the below correspondence from a anonymous source concerning inmate Peter Rodriguez (3491603090) which states, there is to much heat in the housing area.

Please see below

Thank you,

Constituent and Grievance Services

Your City of New York - CRM Correspondence Number is EC-00280972

DATE RECEIVED: 04/18/2021 08:43:04

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State: NY	
Postal Code: 11370	
Country:	
Work Phone #:	
Email Address: N/A	

Message: PETER RODRIGUEZ BOOK & CASE 3491603090 HEAT SENSITIVE INMATE . NEEDS ASSISTANCE CELL IS TOO HOT . MADE NUMEROUS COMPLAINT NO ACTION WAS DONE . ASTHMA IS FLARING UP DO TO HEAT . HEAT BLOWING OUT OF THE VENTS .

This e-mail, including any attachments, may be confidential, privileged or otherwise legally protected. It is intended only for the addressee. If you received this e-mail in error or from someone who was not authorized to send it to you, do not disseminate, copy or otherwise use this e-mail or its attachments. Please notify the sender immediately by reply e-mail and delete the e-mail from your system.

Refer the task for more details: http://servicedesk-p1/TaskDetails.cc?TASKID=114161

Please do not reply to this automated message

Request Detail	le
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D		
Pro	neri	IAC

Site Not associated to any site Sta

Status Open

Group Constituent & Grievance

Technician Not Assigned

Created By System

Department

J

SLA Not Assigned

partment EHU

Default Request

Created Date

Apr 18, 2021 01:38 PM

DueBy Date

Template

Response DueBy Time

Last Update Time

Apr 19, 2021 08:13 AM

Requester details

Name

Monique Antoine

Email

Monique.Antoine@doc.nyc.gov

Employee Id

Contact number

(718) 546-3091

Department

EHU

Job Title

Assistant Commissioner

Mobile number

646-745-7621

Share Details

- This Request is not shared with any user.

Resolution

- No resolution found.

Conversations

- No Conversations

Description

#409199 City of New York - Correspondence #EC-00295826 Message to Agency Head, DOC-Employee Complaint by nyc311feedback on May 23, 2021 12:42 PM | DueBy: N/A

To: constituentservices@doc_nyc.gov	
Your City of New York - CRM Correspondence Number is EC-002	95826
DATE RECEIVED: 05/23/2021 12:42:22	
DATE DUE: 06/06/2021 12:42:22	
SOURCE: 3-1-1 Call Center	
RELATED SR# OR CASE#: N/A	
EMPLOYEE NAME OR ID#: N/A	
DATE/TIME OF INCIDENT:	
LANGUAGE NEED:	
ADDRESS: N/A	
The e-mail message below was submitted to the City of New Yor	k via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Cityw
Message Type:	
Topic: Employee Complaint	
First Name:	
Last Name:	
Organization:	
Apartment Number:	
Street Address:	
City:	
State:	
Postal Code:	
Country:	
Work Phone #:	
Email Address: N/A	AV COMMAND DIVERS ISLAND. FEMALE OFFICER DEDIVIOUS DEFECT OF WILLIAM STEEDS AND AVERAGE AND AVERAGE.
Message: PETER HODHIGUEZ 349 T603090 NIC NORTH INFRIMAR	RY COMMAND RIKERS ISLAND, FEMALE OFFICER ROBINSON REEDE DENYING ME FOOD AND WATER, SHE SAID THAT BECAUSE I AM
This e-mail, including any attachments, may be confidential, privile	eged or otherwise legally protected. It is Intended only for the addressee. If you received this e-mail in error or from someone who was
Request Details	
Properties	
Status	Open
Category	Constituent & Grievance
Subcategory	Harassment Allegation
Item	Allegations of Harassment by Staff
Group	Constituent & Grievance
Technician	Randy Mera
Date of Complaint	May 23, 2021 10:05 AM
	,,

311

EC-00295826 CRM#/Quorum

PETER Inmate First Name

Inmate Last Name RODRIGUEZ

Inmate Alias/Nickname

30 Inmate Age

22 and up (Adult) Inmate Age Group 3491603090 Inmate B&C 09839298P Inmate NYSID

Inmate agrees to have IGRP staff edit statement for clarification

Not Assigned

Inmate needs IGRP staff to write/requests the grievance Not Assigned

Inmate has filed this grievance/request with a court of other agency

Not Assigned

Inmate requires the assistance of an interpreter Not Assigned

Date of Incident

Time of Incident

North Infirmary Command (NIC) Facility

2C Inmate Housing Area Location

Facility where incident occured

Not Assigned 311/Grievance

Complaintant First Name

Complaintant Last Name

Complaintant Phone Number

Complaintant Email Address

Accepted Complaint Status

Subject to IGRP but forwarded to other unit Complaint Type

Not Assigned ADA Request Type Request Validation Not Assigned

Inmate Housing Area

System Created By Not Assigned SLA

May 23, 2021 12:42 PM Created Date

Response DueBy Time

Requester details

nyc311feedback

Email nyc311feedback@customercare.nyc.gov

Employee Id Contact number

Department Job Title

Mobile number

Share Details - This Request is not shared with any user.

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Resolution - No resolution found.

Conversations - No Conversations

#414870 City of New York - Correspondence #EC-00304816 Message to Agency Head, DOC-Other **Agency Complaint**

Status: Open Priority: -

by nyc311feedback on Jun 13, 2021 11:26 AM | DueBy: N/A

, ,
Description
To: constituentservices@doc.nyc.gov
Your City of New York - CRM Correspondence Number is EC-00304816
DATE RECEIVED: 06/13/2021 11:25:04
DATE DUE: 06/27/2021 11:25:04
SOURCE: 3-1-1 Call Center
RELATED SR# OR CASE#: N/A
EMPLOYEE NAME OR ID#: N/A
DATE/TIME OF INCIDENT:
LANGUAGE NEED:
ADDRESS: N/A
The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.
Message Type:
Topic: Other Agency Complaint
First Name: PETER
Last Name: RODRIGUEZ
Organization:
Apartment Number.
Street Address:
City:
State:
Postal Code:
Country:
Work Phone #: 3491603090
Email Address: N/A

Message: nic FACILITY DURING REC, OFFICER WYATT BADGE NUMBER 6399, PUTTING ON HANDCUFFS, HE SUFFERS SEVERE WRIST INJURY. INFORMED HER SHE WAS HURTING HIM. SHE SAID I HATE PEOPLE LIKED FAND THE SATELY BENT HIS RISK. RECORD ED ON HER BODY-CAM FOOTAGE. AFTERWARDS, SHE TOLD HIM SHE HATED HIM AGAIN. This e-mail, including any attachments, may be confidential, privileged or otherwise legally protected. It is intended only for the addressee. If you received this e-mail in error or from someone who was not authorized to send it to you, do not disseminate, copy or otherwise use this e-mail or its attachments. Please notify the sender immediately by reply e-mail and delete the e-mail from your system.

Request Details				
Properties				
Site	Not associated to any site	Status	Open	
Group	Constituent & Grievance	Technician	Not Assigned	
Created By	System	Department	Not Assigned	
SLA	Not Assigned	Template	Default Request	
Created Date	Jun 13, 2021 11:26 AM	DueBy Date	*	
Response DueBy Time	a 3	Last Update Time	*	

Name nyc311feedback

Email nyc311feedback@customercare.nyc.
gov

Employee Id
Contact number
Department -

Share Details - This Request is not shared with any user.

DEF 007886

Job Title

Mobile number

Requester details

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Conversations

- No Conversations

Description

#419431 City of New York - Correspondence #EC-00311584 Message to Agency Head, DOC-Other **Agency Complaint**

Status: Open Priority: -

by nyc311feedback on Jun 28, 2021 04:13 PM | DueBy: N/A

To: constituentservices@doc.nyc.gov
Your City of New York - CRM Correspondence Number is EC-00311584
DATE RECEIVED: 06/28/2021 16:12:56
DATE DUE: 07/12/2021 16:12:56
SOURCE: 3-1-1 Call Center
RELATED SR# OR CASE#: N/A
EMPLOYEE NAME OR ID#: N/A
DATE/TIME OF INCIDENT:
LANGUAGE NEED:
ADDRESS: N/A
The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.
Message Type:
Topic: Other Agency Complaint
First Name:
Last Name:
Organization:
Apartment Number.
Street Address:
City:
State:
Postal Code:
Country:
Work Phone #:
Email Address: N/A
Message: North Infirmary Command (NIC) B/C 3491603090 PETER RODRIQUEZ INMATE FEELS HE IS A VICTIM OF DISCRIMINATION BECAUSE OF RELIGION. INMATE HAS BEEN RECEIVING HIS KOSHER FOOD AND EXCENT 1838 EDICAL SEAL. BY LAW THE ITEMS ARE SUPPOSED TO BE MEDICAL SEAL. ABOUT 3 DAYS OFFICER MILLER FROM THE KITCHEN FOR

2C HOUSING AREA; TOLD INMATE THAT HE IS SPITTING INSIDE INMATE'S PRAYER JUICE. INMATE WOULD LIKE FOR THE DOC TO KNOW HE WILL BE TAKING LEGAL ACTION ABOUT THIS ISSUE.

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Request Details			
Properties			
Site	Not associated to any site	Status	Open
Group	Constituent & Grievance	Technician	Not Assigned
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Default Request
Created Date	Jun 28, 2021 04:13 PM	DueBy Date	
Response DueBy Time	-	Last Update Time	-

Requester details		
Name	nyc311feedback	
Email	nyc311feedback@customercare.nyc. gov	
Employee Id	_	
Contact number	2	
Department	<u>x</u>	
Job Title	B	
Mobile number	-	

Share Details

- This Request is not shared with any user.

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Resolution	- No resolution found.	
Conversations	- No Conversations	

#420149 City of New York - Correspondence #EC-00312659 Message to Agency Head, DOC-Visiting Rikers Island

Status : Open Priority: -

by nyc311feedback on Jun 30, 2021 04:08 PM | DueBy: N/A

Description
To: constituentservices@doc.nyc.gov
Your City of New York - CRM Correspondence Number is EC-00312659
DATE RECEIVED: 06/30/2021 16:08:22
DATE DUE: 07/14/2021 16:08:22
SOURCE: 3-1-1 Call Center
RELATED SR# OR CASE#: N/A
EMPLOYEE NAME OR ID#: N/A
DATE/TIME OF INCIDENT:
LANGUAGE NEED:
ADDRESS: N/A
The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.
Message Type:
Topic: Visiting Rikers Island
First Name:
Last Name:
Organization:
Apartment Number:
Street Address:
City:
State:
Postal Code:
Country:
Work Phone #:
Email Address: N/A
Message: PETER RODRIGUEZ 3491603090 NIC I AM EXHUSTING MY REMEDIES BY MAKING THIS COMPLAINT. I AM A JEWISH INMATE, I AM SUPPOSED TO BE RECEIVING SEALED KOSHER MEALS AND JUICES. THE DETAIL OFF BY MY MEALS AND JUICES. I HEARD THAT THEY SPITTING IN MY MEALS AND JUICES. I HAVE NOT SEEN MEDICAL ABOUT FEELING

ILL FROM EATING AND DRINKING MY KOSHER MEALS AND BEVERAGES. I GOING TO PURSUE FEDERAL LITIGATION REGARDING THESE COMPLIANT.

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Request Details			
Properties			
Site	Not associated to any site	Status	Open
Group	Constituent & Grievance	Technician	Not Assigned
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Default Request
Created Date	Jun 30, 2021 04:08 PM	DueBy Date	2.
Response DueBy Time	±1	Last Update Time	æ

Requester details	
Name	nyc311feedback
Email	nyc311feedback@customercare.nyc. gov
Employee Id	.
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details

- This Request is not shared with any user.

Resolution	- No resolution found.	
Conversations	- No Conversations	

Description

#422117 City of New York - Correspondence #EC-00315527 Message to Agency Head, DOC-Other **Agency Complaint**

Priority: -Status: Open

by nyc311feedback on Jul 7, 2021 06:04 PM | DueBy: N/A

To: constituentservices@doc.nyc.gov
Your City of New York - CRM Correspondence Number is EC-00315527
DATE RECEIVED: 07/07/2021 18:02:47
DATE DUE: 07/21/2021 18:02:47
SOURCE: 3-1-1 Call Center
RELATED SR# OR CASE#: N/A
EMPLOYEE NAME OR ID#: N/A
DATE/TIME OF INCIDENT:
LANGUAGE NEED:
ADDRESS: N/A
The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.
Message Type:
Topic: Other Agency Complaint
First Name:
Last Name:
Organization:
Apartment Number:
Street Address:
City:
State:
Postal Code:
Country:
Work Phone #:
Email Address: N/A
Message: B/C 3491603090 PETER RODRIGUEZ NIC FAMILY SENT PACKAGES OVER A WEEK AGO AND OFFICIALS ARE WITHHOLDING PACKAGES DUE TO AN INFRACTION. CORRECTION OFFICERS TOLD HIM THEY DDIEF KI ON STANDING ON FILING A PACKAGES ARE BEING HELD. CALLER WOULD LIKE A FULL INVESTIGATION INTO THIS. CALLER IS PLANNING ON FILING A

1983 CIVIL SUIT.	1	9	83	Cl	VIL	SI	JIT.
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This e-mail, including any attachments, may be confidential, privileged or otherwise legally protected. It is intended only for the addressee. If you received this e-mail in error or from someone who was not authorized to send it to you, do not disseminate, copy or otherwise use this e-mail or its attachments. Please notify the sender immediately by reply e-mail and delete the e-mail from your system.

Request Details			
Properties			
Site	Not associated to any site	Status	Open .
Group	Constituent & Grievance	Technician	Not Assigned
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Default Request
Created Date	Jul 7, 2021 06:04 PM	DueBy Date	*
Response DueBy Time	*	Last Update Time	-

Requester details

Name

nyc311feedback

Email

nyc311feedback@customercare.nyc.

gov

Employee Id

Contact number

Department

Job Title

Mobile number

Share Details

- This Request is not shared with any user.

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Resolution	- No resolution found.	
Conversations	- No Conversations	

#179617 City of New York - Correspondence #1-1-1665899140 Message to Agency Head, **DOC - Other Agency Complaint**

by outgoingagency on Jan 4, 2019 06:10 PM | DueBy: Jan 11, 2019 06:18 PM (Delay by 1007 days)

Status :	Open	Priority : -

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1665899140

DATE RECEIVED: 01/04/2019 18:05:15

DATE DUE: 01/18/2019 18:09:58

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number.

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Work Phone #: 2120000000

Email Address: N/A

Message: PETER RODRIGUEZ 3491603090

George R. Vierno Center (GRVC)

I HAVE SERIOUS ASTHMA AND I'VE BEEN TRYING TO GO TO THE CLINIC AND GET A PUMP. THERE WAS A FIRE IN THE HOUSE, AND ITS HARD FOR ME TO BREATHE DUE TO THE FUMES. I'M TRYING TO TELL OFFICERS, AND THEY KEEP WALKING PASS MY CELL; REFUSING ME MEDICAL TREATMENT.

Request Detai	ils		
Properties			
Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No No
Subcategory	Medical — DOC Facility Related	PREA	No
Item	Medication	Staff Complaint	Yes
Group	Constituent & Grievance	Involves DOC	Yes
Technician	Christopher Smith	Employee	100
Date of Complaint	Jan 4, 2019 06:16 PM	Employee(s) Involved	
Mode	311	Shield#	15.
CRM#/Quorum	1-1-1665899140	Employee Type	Not Assigned
Inmate First	Peter	Witness	No
Name	· ster	Phone Number	2
nmate Last Name	Rodriguezz	Visit Restricted	€
nmate Alias/Nickname	H.:	Placed In PC	Not Assigned
nmate Age	28	Action Requested by	4
mate Age roup	22 and up (Adult)	Inmate/Offende	
mate B&C	3491603090	Date of Informal Resolution	-
mate NYSID	09839298P	Resolution Accepted by Inmate/Offende r	Not Assigned DEF 007898

Inmate agrees to have IGRP staff edit statement for	Not Assigned	Appeal to Formal Hearing	Not Assigned
clarification		Hearing Disposition Status	Not Assigned
Inmate needs IGRP staff to write/requests	Not Assigned	Date Hearing	3
the grievance	Not Assigned	Disposition Accepted/Rejec ted	
this	Nothiolighed	0 61 31	
grievance/reque st with a court of other agency		Confidential Incident	No
Inmate requires	Not Assigned	Interview Date	12
the assistance of an interpreter	Not Abolghed	Date Notified of Disposition	
Date of Incident		Visit Date	**
Time of Incident	9	Documented UOF/COD	<i>a</i> .
Facility	George R. Vierno Center (GRVC)		
Inmate Housing Area Location	Not Assigned		
Facility where incident occured	- 2		
311/Grievance	Not Assigned		
Complaintant First Name	§	Complaintant Relationship to	•
Complaintant Last Name	÷	Inmate/Offende r	
Complaintant Phone Number	¥	Complaintant Address	
Complaintant Email Address		Complaintant City	ā
Complaint Status	Accepted	Complaintant State	7
Complaint Type	Not Assigned	Complaintant ZIP	#
ADA Request Type	Not Assigned	Housing Area Type	Not Assigned
Request Validation	Not Assigned	Response Date	
Inmate Housing Area	(€		
Created By	System	Department	Not Assigned DEF 007899

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-	SLA	Not Assigned	Template	Constituent & Grievence
	Created Date	Jan 4, 2019 06:10 PM	DueBy Date	Jan 11, 2019 06:18 PM
	Response DueBy Time		Last Update Time	Jan 4, 2019 06:18 PM

Requester details	
Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	■ 3
Contact number	¥
Department	*
Job Title	E .
Mobile number	=

Share Details	- This Request is not shared with any user.

Resolution

No resolution found.

#181149 City of New York - Correspondence #1-1-1668232050 Message to Agency Head, DOC - Other **Agency Complaint**

✓ Closed Priority: -

by outgoingagency on Jan 10, 2019 01:27 PM | DueBy: Jan 17, 2019 02:11 PM

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1668232050

DATE RECEIVED: 01/10/2019 13:24:34

DATE DUE: 01/24/2019 13:26:23

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/10/2019 13:24:40

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number.

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Work Phone #: 2120000000

Email Address: N/A

Message: PETER RODRIGUEZ George R. Vierno Center (GRVC) 3491603090 BEEN TRYIGN TO GET MEDICAL ATTENTION-CAUSE HE'S FEELING SICK. HAS A SORE THROAT-THINKS HE HAS THE FLU OR STREP THROAT-HE'S IN THE BOX SO THEY'RE NOT ABLE TO SEE HIM AND NOT GETTING ANY MEDICAL HELP

Request Details			
roperties			
Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Medical – H&H Related	PREA	No
tem	Access to Care	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
echnician	Ho, Woo	Employee(s)	es es
Date of Complaint	Jan 10, 2019 02:09 PM	Involved Shield#	
M ode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1668232050	Witness	No
nmate First Jame	Peter	Phone Number	
nm ate Last Jame	Rodriguez	Visit Restricted	
nmate Nias/Nickname	2	Placed In PC	Not Assigned
nmate Age	28	Action Requested by Inmate/Offende	-
nmate Age roup	22 and up (Adult)	r Date of Informal	
nmate B&C	3491603090	Resolution	
nmate NYSID	09839298P	Resolution Accepted by Inmate/Offende	Not Assigned
nmate agrees have IGRP	Not Assigned	r Annaal ta	Net Assissed
taff edit tatement for		Appeal to Formal Hearing	Not Assigned
larification		Hearing	Not Assigned 007902

Inmate needs IGRP staff to write/requests	Not Assigned	Disposition Status	
the grievance		Date Hearing Disposition	¥
Inmate has filed this	Not Assigned	Accepted/Rejec ted	
grievance/reque st with a court of other agency		Confidential Incident	No
Inmate requires the assistance	Not Assigned	Interview Date	7 <u>2</u>
of an interpreter Date of Incident	-	Date Notified of Disposition	(
Time of Incident	*	Visit Date	Ä
Facility	George R. Vierno Center (GRVC)	Documented UOF/COD	471
Inmate Housing	13B		
Area Location			
Facility where incident occured	÷.		
311/Grievance	Not Assigned		
Complaintant First Name		Complaintant Relationship to Inmate/Offende	图
Complaintant Last Name	127	r	
Complaintant Phone Number	(a)	Complaintant Address	
Complaintant Email Address		Complaintant City	
Complaint Status	Accepted	Complaintant State	*
Complaint Type	Not Assigned	Complaintant ZIP	¥-
ADA Request Type	Not Assigned	Housing Area Type	RHU
Request Validation	Not Assigned	Response Date	-
Inmate Housing Area			
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievence
Created Date	Jan 10, 2019 01:27 PM	DueBy Date	Jan 17, 2019 02:11 PM
Resolved Date	Jan 10, 2019 08:32 PM	Completed Date	Jan 10, 2 DEF 8: 00M903

Time Elapsed

4hrs 32min

Response DueBy Time

Request

Closure Code

Not Assigned

Request Closure

Last Update Time

Jan 10, 2019 02:11 PM

Comments

Closed without requester's acknowledgement

Comments:

Requester details

Name

outgoingagency

Email

outgoingagency@customerservice.ny

Employee Id

Contact number

Department Job Title

Mobile number

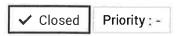
Share Details

- This Request is not shared with any user.

Resolution

- No resolution found.

#181749 City of New York - Correspondence #1-1-1669067436 Message to Agency Head, DOC - Other **Agency Complaint**



by outgoingagency on Jan 12, 2019 02:34 PM | DueBy: Jan 19, 2019 02:44 PM (Delayed by 81 days)

Desci	

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1669067436

DATE RECEIVED: 01/12/2019 14:31:30

DATE DUE: 01/26/2019 14:34:12

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS Last Name: ANONYMOUS

Organization:

Apartment Number.

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Work Phone #: 2120000000

Email Address: N/A

Message: PETER RODRIGUEZ, GRVC/13B, CELL 19 BK/CASE#:3491603090

-COMPLAINT OF A SWALLOWED BATTERY CLAIMS TO BE THROWING UP WHAT LOOKS LIKE PUSS AND BLOOD AND IS

EXPERIENCING EXTREME ABDOMEN PAIN AND IS DIFFICULT TO EVEN STAND UP.

Request Details			(#)
roperties			
Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Medical - DOC Facility Related	PREA	No
tem	Access to Care	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Viviana Landazuri	Employee(s)	:=:
Date of Complaint	Jan 12, 2019 02:38 PM	Involved Shield#	
Mode	311	Employee Type	- Not Assigned
CRM#/Quorum	1-1-1669067436	Witness	No
nmate First Name	Peter	Phone Number	-
nmate Last Name	Rodriguez	Visit Restricted	
nmate Alias/Nickname	<u> </u>	Placed In PC	Not Assigned
nmate Age	28	Action Requested by Inmate/Offende	(P)
nmate Age Group	22 and up (Adult)	r Date of Informal	
nmate B&C	3491603090	Resolution	
nmate NYSID	09839298P	Resolution Accepted by Inmate/Offende	Not Assigned
nmate agrees to have IGRP	Not Assigned	r	Not Assigned
staff edit		Appeal to Formal Hearing	Not Assi ber 007906

statement for clarification		Hearing Disposition	Not Assigned
Inmate needs IGRP staff to	Not Assigned	Status	
write/requests the grievance		Date Hearing Disposition Accepted/Rejec	
Inmate has filed this	Not Assigned	ted	
grievance/reque st with a court of other agency		Confidential Incident	No
Inmate requires	Not Assigned	Interview Date	
the assistance of an interpreter		Date Notified of Disposition	€
Date of Incident		Visit Date	×
Time of Incident	el	Documented UOF/COD	×
Facility	George R. Vierno Center (GRVC)		
Inmate Housing Area Location	13B		
Facility where incident occured	*:		
311/Grievance	None		
Complaintant First Name	5	Complaintant Relationship to Inmate/Offende	秦
Complaintant Last Name	-	r	
Complaintant Phone Number	•	Complaintant Address	
Complaintant Email Address	*	Complaintant City	
Complaint Status	Accepted	Complaintant State	
Complaint Type	Not Assigned	Complaintant ZIP	
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Abated	Response Date	₹0
Inmate Housing Area	(i)		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievence
Created Date	Jan 12, 2019 02:34 PM	DueBy Date	Jan 19, 2019 02:44 PM

		S	
Resolved Date	Apr 11, 2019 09:47 AM	Completed Date	Apr 11, 2019 09:47 AM
Time Elapsed	567hrs Omin	Response DueBy Time	
Request Closure Code	Not Assigned	Request Closure	5
Last Update Time	Apr 11, 2019 09:47 AM	Comments	
Closed without	requester's acknowledgement		
Comments :			

Requester details	
Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	
Contact number	
Department	
Job Title	an and a second and
Mobile number	

	Share Details	- This Request is not shared with any user.
!	Resolution	- No resolution found.

#181776 City of New York - Correspondence #1-1-1669163045 Message to Agency Head, **DOC - Other Agency Complaint**

Status: Open Priority: -

by outgoingagency on Jan 12, 2019 05:37 PM | DueBy: Jan 19, 2019 05:58 PM (Delay by 999 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1669163045

DATE RECEIVED: 01/12/2019 17:33:48

DATE DUE: 01/26/2019 17:37:17

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/12/2019 17:33:55

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number.

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Email Address: N/A

Message: George R. Vierno Center (GRVC BOOK# 3491603090

PETER RODRIGUEZ

YESTERDAY I SWALLOWED A BATTERY AND I HAVE NOT YET RECIEVED MEDICAL ATTENTION. I TOLD THEM I WAS VOMITING BLOOD AND IM HAVING SERIOUS STOMACH PAINS. YES PLEASE I NEED TO GET TO THE MEDICAL CLINIC REAL BAD. THEY HAVENT BRUNG ME AT ALL.

Request Details

Properties

Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Medical - DOC Facility Related	PREA	No
Item	Access to Care	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Wendy Brunson	Employee(s)	
Date of	Jan 12, 2019 05:55 PM	Involved	
Complaint		Shield#	*
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1669163045	Witness	No
Inmate First Name	PETER	Phone Number	(2)
Inmate Last Name	RODRIGUEZ	Visit Restricted	*
Inmate Alias/Nickname	ž	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offende	-
Inmate Age Group	22 and up (Adult)	r	
Inmate B&C	3491603090	Date of Informal Resolution	4
inmate NYSID	09839298P	Resolution Accepted by	Not Assigned
	03003230F	Inmate/Offende r	DEF 007910

Inmate agrees to have IGRP staff edit statement for	Not Assigned	Appeal to Formal Hearing	Not Assigned
clarification	Nee Accionad	Hearing Disposition Status	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Date Hearing Disposition	5
Inmate has filed	Not Assigned	Accepted/Rejec ted	
grievance/reque st with a court of other agency		Confidential Incident	No
Inmate requires	Not Assigned	Interview Date Date Notified of	
of an interpreter		Disposition	-
Date of Incident	-	Visit Date	ne .
Time of Incident	(a.	Documented UOF/COD	8-
Facility	George R. Vierno Center (GRVC)		
Inmate Housing Area Location	13B		
Facility where incident occured	8		
311/Grievance	Not Assigned		
Complaintant First Name	₩	Complaintant Relationship to	-
Complaintant Last Name	20	Inmate/Offende r	
Complaintant Phone Number	±	Complaintant Address	
Complaintant Email Address	-	Complaintant City	(#2)
Complaint Status	Accepted	Complaintant State	•
Complaint Type	Not Assigned	Complaintant ZIP	9
ADA Request Type	Not Assigned	Housing Area Type	Not Assigned
Request Validation	Not Assigned	Response Date	·
Inmate Housing Area			
Created By	System	Department	Not Assigned DEF 007911

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SLA	Not Assigned	Template	Competitive and a second
Created Date	lan 12 2010 oz az -	- Inplace	Constituent & Grievence
	Jan 12, 2019 05:37 PM	DueBy Date	Jan 19, 2019 05:58 PM
Response	-	landle to	
DueBy Time		Last Update Time	Jan 12, 2019 05:58 PM

Requester details

Name outgoingagency

Email outgoingagency@customerservice.ny
c.gov

Employee Id
Contact number
Department
Job Title
Mobile number -

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

#182038 City of New York - Correspondence #1-1-1669778402 Message to Agency Head, **DOC - Other Agency Complaint**

Status: Open Priority: -

by outgoingagency on Jan 14, 2019 12:05 PM | DueBy: Jan 21, 2019 01:16 PM (Delay by 998 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1669778402

DATE RECEIVED: 01/14/2019 12:00:49

DATE DUE: 01/28/2019 12:05:15

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/14/2019 12:00:54

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Email Address: N/A

Message: NAME:Peter Rodriguez

FACILITY: George R. Vierno Center (GRVC)

BOOK AND CASE: 3491603090

IN THE BOX AN DIS ABOUT TO BE IN POPULATION. A LOT OF ASSAULTS ON STAFF. THEY WANT TO PLACE HIM BACK IN THE BUILDING. HE DOESN'T WANT TO DUE TO FEAR OF RETALIATION FROM THE OFFICERS. HE FEARS THAT THE OFFICERS ARE GOING TO SET HIM UP AND HE WILL NOT BE ABLE TO DEFEND HIMSELF. HE WOULD PREFER TO BE IN ISOLATION IN OTHER FOR THE OTHER OFFICER NOT TO RETALIATE AGAINST HIM. HE WOULD LIKE AND INVESTIGATION TO LOOK INTO IT FURTHER.

Request Details

Inmate NYSID

09839298P

Properties			
Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Housing	PREA	No
Item	Transfer	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Nathan Lebron	Employee(s)	<u> </u>
Date of Complaint	Jan 14, 2019 01:12 PM	Involved Shield#	요
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1669778402	Witness	No
nmate First Name	Peter	Phone Number	*
nmate Last Name	Rodriguez	Visit Restricted	딸.
nmate Nias/Nickname		Placed In PC	Not Assigned
nmate Age	28	Action Requested by Inmate/Offende	更
nmate Age Group	22 and up (Adult)	r	
nmate B&C	3491603090	Date of Informal Resolution	.
		Resolution	Not Assigned

Accepted by

lumata acces	New Academical	l	
Inmate agrees to have IGRP	Not Assigned	Inmate/Offende	
staff edit statement for clarification		Appeal to Formal Hearing	Not Assigned
Inmate needs IGRP staff to	Not Assigned	Hearing Disposition	Not Assigned
write/requests the grievance		Status	
Inmate has filed	Not Assigned	Date Hearing Disposition Accepted/Rejec	*
grievance/reque st with a court		ted	
of other agency Inmate requires	Net Assisted	Confidential Incident	No
the assistance of an interpreter	Not Assigned	Interview Date	
Date of Incident	*	Date Notified of Disposition	Έ
Time of Incident	A#	Visit Date	(E
Facility	George R. Vierno Center (GRVC)	Documented UOF/COD	
Inmate Housing Area Location	13B		
Facility where incident occured	.5		
311/Grievance	Not Assigned		
Complaintant First Name	Anonymous	Complaintant Relationship to	•
Complaintant Last Name	Anonymous	Inmate/Offende r	
Complaintant Phone Number	(m)	Complaintant Address	±0
Complaintant	•	Complaintant City	¥
Email Address		Complaintant	4
Complaint Status	Accepted	State	
Complaint Type	Not Assigned	Complaintant ZIP	•
ADA Request Type	Not Assigned	Housing Area Type	PSEG
Request Validation	Not Assigned	Response Date	-
Inmate Housing Area	=		
Created By	System	Department	Not Assigned DEF 007915

	SLA	Not Assigned	Template	Constituent & Grievence
	Created Date	Jan 14, 2019 12:05 PM	DueBy Date	Jan 21, 2019 01:16 PM
Ì	Response DueBy Time	; 5)	Last Update Time	Jan 14, 2019 04:43 PM

Requester details	
Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	= 3
Contact number	æ
Department	÷
Job Title	a ·
Mobile number	

Share Details	- This Request is not shared with any user.
Resolution	- No resolution found.

#182104 City of New York - Correspondence #1-1-1669841266 Message to Agency Head, DOC - Other **Agency Complaint**



by outgoingagency on Jan 14, 2019 03:15 PM | DueBy: Jan 21, 2019 03:45 PM

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1669841266

DATE RECEIVED: 01/14/2019 14:25:05

DATE DUE: 01/28/2019 14:28:54

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/14/2019 14:25:55

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS Last Name: ANONYMOUS

Organization:

Apartment Number.

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Email Address: N/A

Message: • George R. Vierno Center (GRVC)

BOOK/CASE# 3491603090 NAME: PETER RODRIGUEZ

CALLER STATES THAT SOMEONE SET A FIRE IN HOUSING UNIT 13B, AND HE IS INHALING IN A LOT OF SMOKE RIGHT NOW, AND THEY ARE NOT ALLOWING ANYONE TO LEAVE THE CELLS OR TO GET FRESH AIR, HE STATES THAT HE CAN HARDLY BREATHE, HIS LUNGS ARE FULL OF SMOKE AND HE IS IN NEED OF MEDICAL ATTENTION.

Request Details			
Properties			
Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Medical – H&H Related	PREA	No
Item	Access to Care	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Ho, Woo	Employee(s)	
Date of Complaint	Jan 14, 2019 03:44 PM	Involved Shield#	
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1669841266	Witness	No No
nmate First Name	Peter	Phone Number	8=
nmate Last Vame	Rodriguez	Visit Restricted	:20
nmate Alias/Nickname	•	Placed In PC	Not Assigned
nmate Age	28	Action Requested by Inmate/Offende	*
nmate Age Group	22 and up (Adult)	r Data of Informal	
nmate B&C	3491603090	Date of Informal Resolution	
nmate NYSID	09839298P	Resolution Accepted by Inmate/Offende	Not Assigned
nmate agrees o have IGRP	Not Assigned	r	Not Assigned 007918

staff edit statement for		Formal Hearing	
clarification		Hearing Disposition	Not Assigned
Inmate needs IGRP staff to	Not Assigned	Status	
write/requests the grievance		Date Hearing Disposition Accepted/Rejec	€
Inmate has filed this	Not Assigned	ted	
grievance/reque st with a court of other agency		Confidential Incident	No
Inmate requires	Not Assigned	Interview Date	32
the assistance of an interpreter		Date Notified of Disposition	€
Date of Incident	3 -	Visit Date	147
Time of Incident	a:	Documented UOF/COD	9
Facility	George R. Vierno Center (GRVC)	0017000	
Inmate Housing Area Location	13B		
Facility where incident occured			
311/Grievance	Not Assigned		
Complaintant First Name	120	Complaintant Relationship to Inmate/Offende	£.
Complaintant Last Name	₽	r	
Complaintant Phone Number	•	Complaintant Address	9
Complaintant	w:	Complaintant City	
Email Address Complaint	Accepted	Complaintant State	-
Status	Accepted	Complaintant	a a
Complaint Type	Not Assigned	ZIP	
ADA Request Type	Not Assigned	Housing Area Type	RHU
Request Validation	Not Assigned	Response Date	-
Inmate Housing Area	*		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievence DEF 007919

Created Dat	e Jan 14, 2019 03:15 PM	DueBy Date	Jan 21, 2019 03:45 PM	
Resolved Da	ate Jan 15, 2019 08:46 AM	Completed Date	Jan 15, 2019 08:46 AM	1
Time Elapse	d 2hrs 44min	Response DueBy Time		
Request Closure Cod	Not Assigned e	Request Closure		
Last Update Time	Jan 14, 2019 03:45 PM	Comments		
Closed w	ithout requester's acknowledgement			
Comments :				

Requester details	
Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	
Contact number	*
Department	,
ob Title	ā
Aobile number	-

Resolution	- No resolution found.			

- This Request is not shared with any user.

Share Details

#182110 City of New York - Correspondence #1-1-1669778453 Message to Agency Head, **DOC - Other Agency Complaint**

by outgoingagency on Jan 14, 2019 03:16 PM | DueBy: Jan 21, 2019 04:17 PM (Delay by 997 days)

	_	1	 _							
Status :	Open	1	Р	ľ	IC)[it	y	•	

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1669778453

DATE RECEIVED: 01/14/2019 12:12:28

DATE DUE: 01/28/2019 12:15:27

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/14/2019 12:12:32

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number.

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Email Address: N/A

Message: NAME: PETER RODRIGUEZ FACILITY: George R. Vierno Center (GRVC)

BOOK AND CASE: 3491603090

IM IN THE BOX WHEN HE GETS OUT HE IS GOING TO BE PUT BACK IN POPULATION WITH THE SAME OFFICER WHO ASSAULTED HIM. HE IN FEAR OF RETALIATION. HE FEELS THERE IS A HIT OUT ON HIM FROM THE CRIPS AND BLOODS, AND WHOEVER CUTS HIM WILL GET MONEY. INMATE WOULD PREFER TO BE PUT IN ISOLATION. HE HAS ALREADY BEEN CUT AND STABBED. HE WOULD LIKE AN INVESTIGATION ON THE SITUATION.

Request Details			
Properties			
Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	Yes
Subcategory	Fear for Safety/Request for Protective Custody	PREA	No
tem	None	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Ho, Woo	Employee(s) Involved	- =0
Date of Complaint	Jan 14, 2019 04:14 PM	Shield#	a
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1669778453	Witness	No
nmate First Name	Peter	Phone Number	÷
nmate Last	Rodriguez	Visit Restricted	77
Name		Placed In PC	Not Assigned
nmate Alias/Nickname		Action Requested by	*
Inmate Age	28	Inmate/Offende r	
nmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
nmate B&C	3491603090	Resolution	Not Assigned
Inmate NYSID	09839298P	Accepted by Inmate/Offende	DEF 007922

Inmate agrees to have IGRP staff edit	Not Assigned	Appeal to Formal Hearing	Not Assigned
statement for clarification		Hearing Disposition Status	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Date Hearing Disposition	*
Inmate has filed	Not Assigned	Accepted/Rejec ted	
grievance/reque st with a court of other agency		Confidential Incident	No
Inmate requires the assistance	Not Assigned	Interview Date Date Notified of	-
of an interpreter		Disposition	-
Date of incident		Visit Date	-
Time of Incident		Documented UOF/COD	3
Facility	George R. Vierno Center (GRVC)		
Inmate Housing Area Location	13B		
Facility where incident occured			
311/Grievance	Not Assigned		
Complaintant First Name	× .	Complaintant Relationship to Inmate/Offende	20
Complaintant Last Name	! # 3	r	
Complaintant Phone Number		Complaintant Address	-
Complaintant Email Address	=	Complaintant City	
Complaint Status	Accepted	Complaintant State	
Complaint Type	Not Assigned	Complaintant ZIP	
ADA Request Type	Not Assigned	Housing Area Type	RHU
Request Validation	Not Assigned	Response Date	<u> </u>
Inmate Housing Area	•		
Created By	System	Department	Not Assigned DEF 007923

SLA	Not Assigned	Template	Constituent & Grievence
Created Date	Jan 14, 2019 03:16 PM	DueBy Date	Jan 21, 2019 04:17 PM
Response DueBy Time	8.	Last Update Time	Jan 14, 2019 04:17 PM

Requester details	
Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	1 =
Contact number	
Department	
Job Title	
Mobile number	

Share Details	- This Request is not shared with any user.
Resolution	- No resolution found.

#183599 City of New York - Correspondence #1-1-1672224213 Message to Agency Head, DOC - Other **Agency Complaint**



by outgoingagency on Jan 20, 2019 10:13 AM | DueBy: Jan 27, 2019 10:29 AM

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1672224213

DATE RECEIVED: 01/20/2019 10:06:21

DATE DUE: 02/03/2019 10:12:14

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/15/2019 10:06:42

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Email Address: N/A

Message: CUSTOMER FIANCE IS AN INMATE AT Otis Bantum Correctional Center (OBCC. HIS NAME PETER RODRIGUEZ BOOKING CASE NBR IS 3491603096, 2 WEEKS AGO THE INMATE WAS SEXUALLY ASSUALTED AND BEATEN BY THE OFFICERS. HE IS LOCKED IN A CELL WITH NO BED, HE IS NOT GETTING FED OR MEDICAL ATTENTION. HE IS BRUISED AND BLEEDING. THE CUSTOMER HAS NOT HEARD FROM HIM AND IS VERY CONCERNED.

Request Det	ails		
Properties			
Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No No
Subcategory	Sexual Assault/Abuse Allegation	PREA	Yes
Item	Staff on inmate	Staff Complaint	
Group	Constituent & Grievance	Involves DOC	
Technician	Ho, Woo	Employee	Yes
Date of Complaint	Jan 20, 2019 10:28 AM	Employee(s) Involved	N/A
Mode	311	Shield#	N/A
CRM#/Quorum	1-1-1672224213	Employee Type	Uniformed Staff
Inmate First Name	Peter	Witness	No
Inmate Last	P. 11	Phone Number	*
Name	Rodriguez	Visit Restricted	
Inmate Alias/Nickname	i c ò	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by	-
nmate Age Group	22 and up (Adult)	Inmate/Offende r	
nmate B&C	3491603090	Date of Informal Resolution	φ.
mate NYSID	09839298P	Resolution Accepted by	Not Assigned
mate agrees have IGRP aff edit	Not Assigned	Inmate/Offende r	
an eqit		Appeal to Formal Hearing	Not Assigned DEF 007926

statement for clarification		Hearing Disposition Status	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Date Hearing Disposition Accepted/Rejec ted	<u>.</u>
Inmate has filed this grievance/reque	Not Assigned	Confidential Incident	No
st with a court of other agency		Interview Date	*
Inmate requires the assistance of an interpreter	Not Assigned	Date Notified of Disposition	98
Date of Incident		Visit Date	×
Time of Incident	-	Documented UOF/COD	
Facility	Otis Bantum Correctional Center (OBCC)		
Inmate Housing Area Location	5 S		
Facility where incident occured	5. m 3		
311/Grievance	Not Assigned		
Complaintant First Name		Complaintant Relationship to Inmate/Offende	(#C
Complaintant Last Name	5	Г	
Complaintant Phone Number	≅	Complaintant Address	⊛ 1
Complaintant Email Address	E:	Complaintant City	#8
Complaint Status	Accepted	Complaintant State	#8
Complaint Type	Not Assigned	Complaintant ZIP	##:
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Not Assigned	Response Date	-
Inmate Housing Area	ä		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievence DEF 007927

Created Date	Jan 20, 2019 10:13 AM	DueBy Date	Jan 27, 2019 10:29 AM
Resolved Date	Jan 21, 2019 10:08 AM	Completed Date	Jan 21, 2019 10:08 AM
Time Elapsed	1hrs 8min	Response DueBy Time	ş
Request Closure Code	Not Assigned	Request Closure	3
Last Update Time	Jan 20, 2019 10:29 AM	Comments	
Closed without	requester's acknowledgement		
Comments :			

Requester details			
Name	outgoingagency		
Email	outgoingagency@customerservice.ny c.gov		
Employee Id	: = :		
Contact number			
Department		,	
Job Title			
Mobile number			

Share Details	- This Request is not shared with any user.	
Resolution	- No resolution found.	

#183649 City of New York - Correspondence #1-1-1672152872 Message to Agency Head, **DOC - Other Agency Complaint**

Status: Open Priority: -

by outgoingagency on Jan 20, 2019 02:52 PM | DueBy: Jan 27, 2019 03:07 PM (Delay by 992 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1672152872

DATE RECEIVED: 01/20/2019 14:46:49

DATE DUE: 02/03/2019 14:51:57

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number.

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Email Address: N/A

Message: OBCC PETER RODRIGUEZ 3491603090

I HAVE NOT HEARD FROM HIM IN ABOUT A WEEK. I RECEIVED A CALL FROM SOMEONE STATING THAT HE WAS BEING SEXUALLY ABUSED AND THAT HE HAS NOT RECEIVED ANY MEDICAL ATTENTION. HE HAS ALSO NOT GONE OUTSIDE. HE IS LOCKED UP IN A CELL BY HIMSELF AND HE DOES NOT HAVE A BED. HE HAS BEEN BEATEN AND THEY ARE REFUSING HIM CALLS. I BELIEVE THAT THEY ARE DENYING HIM FOOD AND BECAUSE OF THIS HE IS VERY WEAK. I BELIEVE THAT HIS LIFE IS IN DANGER BECAUSE HE HAS NOT CALL HOME AND THE MESSAGE THAT WAS LEFT BY SOMEONE ABOUT HIM.

Request Details			
Properties			
Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	Yes
Subcategory	Fear for Safety/Request for Protective Custody	PREA	No
tem	None	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Ho, Woo	Employee(s) Involved	
Date of Complaint	Jan 20, 2019 03:04 PM	Shield#	E
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1672152872	Witness	No
nmate First Name	Peter	Phone Number	181
nmate Last	Rodriguez	Visit Restricted	724 - 12 - 12 - 12 - 12 - 12 - 12 - 12 - 12
Name		Placed In PC	Not Assigned
nmate Nias/Nickname		Action Requested by	
nmate Age	28	Inmate/Offende r	
nmate Age Group	22 and up (Adult)	Date of Informal Resolution	=
nmate B&C	3491603090	Resolution	Not Assigned F 007930

Inmate NYSID	09839298P	Accepted by Inmate/Offende	
Inmate agrees to have IGRP staff edit statement for	Not Assigned	Appeal to Formal Hearing	Not Assigned
clarification	Not Assigned	Hearing Disposition Status	Not Assigned
IGRP staff to write/requests the grievance	Not Assigned	Date Hearing Disposition	2
Inmate has filed	Not Assigned	Accepted/Rejec ted	
grievance/reque st with a court of other agency		Confidential Incident	No
Inmate requires	Not Assigned	Interview Date	· <u>· · · · · · · · · · · · · · · · · · </u>
the assistance of an interpreter		Date Notified of Disposition	. ~
Date of Incident	*	Visit Date	-
Time of Incident	2	Documented	
Facility	Otis Bantum Correctional Center (OBCC)	UOF/COD	
Inmate Housing Area Location	5 S		
Facility where incident occured	20		
311/Grievance	Not Assigned		
Complaintant First Name	*	Complaintant Relationship to Inmate/Offende	₫ ¹
Complaintant Last Name	æ.c	r	
Complaintant Phone Number	+	Complaintant Address	3
Complaintant Email Address	-	Complaintant City	<u>a</u>
Complaint Status	Accepted	Complaintant State	•
Complaint Type	Not Assigned	Complaintant ZIP	•
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Not Assigned	Response Date	-
Inmate Housing Area	(4)		DEF 007931

Created By	System	Department	Not Assigned	
SLA	Not Assigned	Template	Constituent & Grievence	
Created Date	Jan 20, 2019 02:52 PM	DueBy Date	Jan 27, 2019 03:07 PM	
Response DueBy Time	=	Last Update Time	Jan 20, 2019 03:07 PM	

Name outgoingagency
Email outgoingagency@customerservice.ny c.gov

Employee Id Contact number -

Job Title

Mobile number

Department

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

#184595 City of New York - Correspondence #1-1-1674005569 Message to Agency Head, **DOC** - Other Agency Complaint

Status: Open Priority: -

by outgoingagency on Jan 23, 2019 06:56 PM | DueBy: Jan 30, 2019 07:00 PM (Delay by 988 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1674005569

DATE RECEIVED: 01/23/2019 18:52:38

DATE DUE: 02/06/2019 18:56:17

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/23/2019 18:52:47

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number.

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Email Address: N/A

Message: Peter Rodriguez – Booking # 3491603090 – Housing OBCC Mr. Rodriguez is threatening to kill himself due. He asked for Mental Health services and was transferred.

Request Details			
Properties			
Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Mental Health	PREA	No
tem	Suicidal Ideations	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Damien Cange	Employee(s)	*
Date of Complaint	Jan 23, 2019 06:59 PM	Involved Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1674005569	Witness	No
nmate First Name	PETER	Phone Number	
nmate Last Name	RODRIGUEZ	Visit Restricted	4 9
nmate Alias/Nickname	*	Placed In PC	Not Assigned
nmate Age	28	Action Requested by Inmate/Offende	-
nmate Age Group	22 and up (Adult)	r Date of Informal	
nmate B&C	3491603090	Resolution	
nmate NYSID	09839298P	Resolution Accepted by Inmate/Offende	Not Assigned
nmate agrees o have IGRP	Not Assigned	Γ Anneal to	Not Agaigned
taff edit tatement for larification		Appeal to Formal Hearing	Not Assigned
iamicatiVII		Hearing	Not Assigned 007934

Inmate needs IGRP staff to	. Tot Assigned	Disposition Status	
write/request the grievance	rs -	Date Hearing	
Inmate has fil this grievance/req	ue	Disposition Accepted/Reje ted	ec
of other agenc	t cy	Confidential Incident	No
Inmate require the assistance of an interprete	e e e e e e e e e e e e e e e e e e e	Interview Date	2-
Date of Inciden	rit -	Date Notified o Disposition	f =
Time of Inciden	t =	Visit Date	2
Facility	Otis Bantum Correctional Cel (OBCC)	Documented nter UOF/COD	
Inmate Housing Area Location	5 S		
Facility where incident occured	45		
311/Grievance	Not Assigned		
Complaintant First Name	=	Complaintant	
Complaintant Last Name	*	Relationship to Inmate/Offende r	
Complaintant Phone Number		Complaintant Address	-
Complaintant Email Address	-	Complaintant City	
Complaint Status	Accepted	Complaintant State	-
Complaint Type	Not Assigned	Complaintant ZIP	
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Not Assigned	Response Date	•
Inmate Housing Area	ř		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievence
Created Date	Jan 23, 2019 06:56 PM	D . D . =	Jan 30, 2019-07:00 PM
			DEF 007935

Response - Last Update Jan 23, 2019 07:00 PM DueBy Time Time

 Requester details

 Name
 outgoingagency

 Email
 outgoingagency@customerservice.ny c.gov

 Employee Id

 Contact number

 Department

 Job Title

 Mobile number

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

#184905 City of New York - Correspondence #1-1-1674316575 Message to Agency Head, DOC - Other **Agency Complaint**



by outgoingagency on Jan 24, 2019 12:59 PM | DueBy: N/A

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1674316575

DATE RECEIVED: 01/24/2019 12:50:24

DATE DUE: 02/07/2019 12:59:50

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/24/2019 12:50:30

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS Last Name: ANONYMOUS

Organization:

Apartment Number.

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Work Phone #: 2120000000

Email Address: N/A

Message: Otis Bantum Correctional Center PETER RODRIGUEZ 3491603090

INMATE IS CALLING TO BE TRANSFERRED TO ANOTHER ANOTHER FACILITY FROM OBCC HE HAS GOTTEN ASSAULTED BY NUMEROUS OFFICERS AND NOW THEY ARE MAKING THREATS AGAINST HIM AND ARE CONTINUING TO ASSAULT HIM,

THEY HAVE BEEN CHANGING HIS PIN AND TAKING HIS MONEY AS WELL AS GIVING HIS PIN OUT. THEY ARE ALSO THREATENING TO TAKE HIM WHERE THERE ARE NO CAMERAS AND ASSAULT HIM.. HE JUST WANTS IT ON RECORD IN CASE SOMETHING HAPPENES TO HIM HE HAS PROOF OF A REPORT.

Request Details			
Properties			
Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Use of Force	PREA	No
tem	Туре В	Staff Complaint	No
Group	Constituent & Grievance	involves DOC Employee	No
Technician	Nathan Lebron	Employee(s)	
Date of Complaint	Jan 24, 2019 02:20 PM	Involved Shield#	
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1674316575	Witness	No
nmate First Name	Peter	Phone Number	1-4
nmate Last Name	Rodriguez	Visit Restricted	9 1
nmate Alias/Nickname	₽)	Placed In PC	Not Assigned
nmate Age	28	Action Requested by Inmate/Offende	JE 2
nmate Age Group	22 and up (Adult)	r Date of Informal	
nmate B&C	3491603090	Resolution	
nmate NYSID	09839298P	Resolution Accepted by	Not Assigned DEF 007938

Inmate agrees to have IGRP staff edit	Not Assigned	Inmate/Offende	
statement for clarification		Appeal to Formal Hearing	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Hearing Disposition Status	Not Assigned
Inmate has filed this grievance/reque	Not Assigned	Date Hearing Disposition Accepted/Rejec ted	
st with a court of other agency		Confidential Incident	No
Inmate requires the assistance of an interpreter	Not Assigned	Interview Date	
Date of Incident	-	Date Notified of Disposition	-
Time of Incident	Ä	Visit Date	-
Facility	Otis Bantum Correctional Center (OBCC)	Documented UOF/COD	0502/19
Inmate Housing Area Location	5 S		
Facility where incident occured	ş		
311/Grievance	Not Assigned		
Complaintant First Name	Anonymous	Complaintant Relationship to Inmate/Offende	Œ
Complaintant Last Name	Anonymous	r	
Complaintant Phone Number	:=:	Complaintant Address	<u></u>
Complaintant Email Address	(8)	Complaintant City	
Complaint Status	Rejected	Complaintant State	
Complaint Type	Not Assigned	Complaintant ZIP	
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Not Assigned	Response Date	
Inmate Housing Area	*		
Created By	System	Department	Not Assi DEF 007939

SLA	Not Assigned	Template	Constituent & Grievence
Created Date	Jan 24, 2019 12:59 PM	DueBy Date	-
Resolved Date	Jan 24, 2019 02:22 PM	Completed Date	Jan 24, 2019 02:22 PM
Time Elapsed	1hrs 22min	Response DueBy Time	-
Request Closure Code	Not Assigned	Request Closure Comments	-
Last Update Time	Jan 24, 2019 08:00 PM		
Closed without	requester's acknowledgement		
Comments :			

Requester details Name outgoingagency Email outgoingagency@customerservice.ny
c.gov Employee Id Contact number Department Job Title Mobile number -

Share Details	- This Request is not shared with any user.	
Donolytica	No marketing from 1	
Resolution	- No resolution found.	

#185064 City of New York - Correspondence #1-1-1674454745 Message to Agency Head, DOC - Other **Agency Complaint**

✓ Closed	Priority : -
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by outgoingagency on Jan 24, 2019 08:57 PM | DueBy : Jan 31, 2019 09:47 PM

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1674454745

DATE RECEIVED: 01/24/2019 20:52:44

DATE DUE: 02/07/2019 20:56:56

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/24/2019 20:53:51

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number.

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Email Address: N/A

Message: CALLLER RODRIGUEZ PETER 3491603090 OBCC (Otis Bantum Correctional Center IS MAKING A COMPLAINT BECAUSE HE IS BEING DENIED MENTAL HEALTH FEEL LIKE KILING HIS SELF

Request Details			
Properties			
Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	Yes
Subcategory	Mental Health	PREA	No
ltem	Suicidal Ideations	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Kristine McCormick	Employee(s)	3
Date of Complaint	Jan 24, 2019 09:16 PM	Involved Shield#	
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1674454745	Witness	No
Inmate First Name	Peter	Phone Number	*
nmate Last Name	Rodriguez	Visit Restricted	≈
nmate		Placed In PC	Not Assigned
Alias/Nickname Inmate Age	28	Action Requested by Inmate/Offende	ST.
nmate Age Group	22 and up (Adult)	r	
nmate B&C	3491603090	Date of Informal Resolution	
nmate NYSID	09839298P	Resolution Accepted by Inmate/Offende	Not Assigned
nmate agrees o have IGRP	Not Assigned	r	
staff edit statement for		Appeal to Formal Hearing	Not Assigned
clarification		Hearing Disposition	Not Assi DEF 007942

Inmate needs IGRP staff to	Not Assigned	Status	
write/requests the grievance		Date Hearing Disposition	-
Inmate has filed this	Not Assigned	Accepted/Rejec ted	
grievance/reque st with a court of other agency		Confidential Incident	No
Inmate requires the assistance	Not Assigned	Interview Date	-
of an interpreter		Date Notified of Disposition	=
Date of Incident	<i>=</i>	Visit Date	Ē
Time of Incident	-	Documented	
Facility	Otis Bantum Correctional Center (OBCC)	UOF/COD	
Inmate Housing Area Location	5 U		
Facility where incident occured	*		
311/Grievance	Not Assigned		
Complaintant First Name	·-	Complaintant Relationship to	.
Complaintant Last Name	E	Inmate/Offende r	
Complaintant Phone Number		Complaintant Address	
Complaintant Email Address	*	Complaintant City	4 ?
Complaint Status	Accepted	Complaintant State	4 7
Complaint Type	Not Assigned	Complaintant ZIP	*
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Abated	Response Date	-
Inmate Housing Area			
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievence
Created Date	Jan 24, 2019 08:57 PM	DueBy Date	Jan 31, 2019 09:47 PM DEF 007943

Resolved Date	Jan 29, 2019 07:38 PM	Completed Date	Jan 29, 2019 07:38 PM
Time Elapsed	27hrs Omin	Response DueBy Time	i.e.
Request Closure Code	Not Assigned	Request Closure Comments	*
Last Update Time	Jan 29, 2019 07:38 PM		
Closed without	requester's acknowledgement		
Comments :			

Requester details	
Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	-
Contact number	
Department	<u>u</u>
Job Title	=
Mobile number	•

Share Details	- This Request is not shared with any user.
Resolution	- No resolution found.

#185317 City of New York - Correspondence #1-1-1674845558 Message to Agency Head, **DOC** - Other Agency Complaint

by outgoingagency on Jan 25, 2019 02:54 PM | DueBy: Feb 1, 2019 03:23 PM (Delay by 987 days)

Status :	Open	Priority: -

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1674845558

DATE RECEIVED: 01/25/2019 14:53:03

DATE DUE: 02/08/2019 14:54:29

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Email Address: N/A

Message: CALLER DIGESTED A BATTERY IN HIS GRUB AND NOW IS EXPERIENCING VOILENT STOMACH PAINS

OBCC RIKERS

BOOK AND CASE 3491603090

PETER RODRIGUEZ

Request Details			
Properties			
Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	Yes
Subcategory	Mental Health	PREA	No
ltem	Suicidal Ideations	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Ho, Woo	Employee(s)	₩0
Date of Complaint	Jan 25, 2019 03:20 PM	Involved Shield#	
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1674845558	Witness	No
Inmate First Name	Peter	Phone Number	±
Inmate Last Name	Rodriguez	Visit Restricted	ā
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offende	-
Inmate Age Group	22 and up (Adult)	r	
nmate B&C	3491603090	Date of Informal Resolution	
nmate NYSID	09839298P	Resolution Accepted by Inmate/Offende	Not Assigned
nmate agrees to have IGRP	Not Assigned	r Appeal to	Not Assigned 007946

II i ee wii			
staff edit statement for		Formal Hearing	
clarification		Hearing Disposition	Not Assigned
Inmate needs IGRP staff to	Not Assigned	Status	
write/requests		Date Hearing	-
the grievance		Disposition Accepted/Rejec	
Inmate has filed this	Not Assigned	ted	
grievance/reque st with a court		Confidential	No
of other agency		Incident	
Inmate requires	Not Assigned	Interview Date	2
the assistance of an interpreter		Date Notified of	8
Date of Incident		Disposition	
	*	Visit Date	<u>e</u>
Time of Incident	2	Documented	5
Facility	Otis Bantum Correctional Center (OBCC)	UOF/COD	
Inmate Housing Area Location	RR		
Facility where incident occured	~		
311/Grievance	Not Assigned		
Complaintant First Name	(e.	Complaintant Relationship to Inmate/Offende	3#
Complaintant Last Name	æ	r	
Complaintant Phone Number	-72	Complaintant Address	
Complaintant		Complaintant	tes
Email Address	::	City	
Complaint Status	Accepted	Complaintant State	*
Complaint Type	Not Assigned	Complaintant ZIP	(* .
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Not Assigned	Response Date	
Inmate Housing Area	ž		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constitu DE Er 997947

Created Date	Jan 25, 2019 02:54 PM	DueBy Date	Feb 1, 2019 03:23 PM	
Response DueBy Time	£	Last Update Time	Jan 25, 2019 03:23 PM	

 Requester details

 Name
 outgoingagency

 Email
 outgoingagency@customerservice.ny c.gov

 Employee Id

 Contact number

 Department

 Job Title

 Mobile number

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

#189564 City of New York - Correspondence #1-1-1681683081 Message to Agency Head, DOC - Other Agency Complaint

Status: Open Priority: -

by outgoingagency on Feb 10, 2019 05:34 PM | DueBy: Feb 17, 2019 05:42 PM (Delay by 970 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1681683081

DATE RECEIVED: 02/10/2019 17:26:14

DATE DUE: 02/24/2019 17:34:14

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 02/10/2019 17:26:22

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name:

Last Name:

Organization:

Apartment Number.

Street Address: N/A N/A

City: N/A

State: NY

Postal Code: 0000

Country:



Email Address: N/A

Message: peter rodriguez boooking and case 3491603090. he is being blamed because the lights were turned on at 5am. his life is in danger because now they threaten to heart him. they are the one that serve the food, the ones that want to jump him.

Request Details			
operties			
Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	Yes
Subcategory	Fear for Safety/Request for Protective Custody	PREA	No
tem	None	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician Technician	Wendy Brunson	Employee(s) Involved	*
Date of Complaint	Feb 10, 2019 05:40 PM	Shield#	
Mode	311	Employee Type	Not Assigned
RM#/Quorum	1-1-1681683081	Witness	No
nmate First lame	PETER	Phone Number	30
nmate Last	RODRIGUEZ	Visit Restricted	5
lame		Placed in PC	Not Assigned
nmate llias/Nickname	•	Action Requested by	-
nmate Age	28	Inmate/Offende r	
nmate Age Froup	22 and up (Adult)	Date of Informal Resolution	
nmate B&C	3491603090	Resolution	Not Assigned
ımate NYSID	09839298P	Accepted by Inmate/Offende r	
nmate agrees have IGRP taff edit	Not Assigned	Appeal to Formal Hearing	Not Assigned
		Hearing	Not Assigned 007950

statement for clarification		Disposition Status	
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Date Hearing Disposition Accepted/Rejec ted	•
Inmate has filed	Not Assigned	Confidential Incident	No
grievance/reque st with a court of other agency		Interview Date	
Inmate requires the assistance	Not Assigned	Date Notified of Disposition	*
of an interpreter		Visit Date	C#2
Date of Incident		Documented	127
Time of Incident	(e)	UOF/COD	
Facility	North Infirmary Command (NIC)		
Inmate Housing Area Location	3B		
Facility where incident occured	-		
311/Grievance	Not Assigned		
Complaintant First Name	-	Complaintant Relationship to	φ.
Complaintant Last Name	5.	Inmate/Offende r	
Complaintant Phone Number		Complaintant Address	*
Complaintant Email Address	3 5	Complaintant City	45
Complaint Status	Accepted	Complaintant State	/-
Complaint Type	Not Assigned	Complaintant ZIP	3 4
ADA Request Type	Not Assigned	Housing Area Type	Not Assigned
Request Validation	Not Assigned	Response Date	-
Inmate Housing Area	50		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievence
Created Date	Feb 10, 2019 05:34 PM	DueBy Date	Feb 17, 20 \$65:420 \$7951

Response DueBy Time

Last Update Time

Feb 11, 2019 08:19 AM

Requester details

Name outgoingagency

Email outgoingagency@customerservice.ny c.gov

Employee Id

Contact number

Department

Job Title

Mobile number

-

Share Details - This Request is not shared with any user.

Resolution

- No resolution found.

#191383 City of New York - Correspondence #1-1-1684133740 Message to Agency Head, **DOC - Other Agency Complaint**

Status: Priority: -Open

by outgoingagency on Feb 16, 2019 09:39 PM | DueBy: Feb 23, 2019 09:49 PM (Delay by 964 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1684133740

DATE RECEIVED: 02/16/2019 21:36:58

DATE DUE: 03/02/2019 21:39:06

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 02/16/2019 21:38:36

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number.

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Email Address: N/A

Message: SWALLOWED A BATTERY PETER RODRIGUEZ 3491603090 OBCC

Request Details			
Properties			
Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	Yes
Subcategory	Mental Health	PREA	No
Item	Suicidal Ideations	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Damien Cange	Employee(s)	4
Date of Complaint	Feb 16, 2019 09:47 PM	Involved Shield#	iw
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1684133740	Witness	No
nmate First Name	PETER	Phone Number	:9:
nmate Last Name	RODRIGUEZ	Visit Restricted	æ
Inmate Alias/Nickname	30	Placed In PC	Not Assigned
nmate Age	28	Action Requested by Inmate/Offende	9
nmate Age Group	22 and up (Adult)	r Date of Informal	
nmate B&C	3491603090	Resolution	<i>2</i>)
nmate NYSID	09839298P	Resolution Accepted by Inmate/Offende	Not Assigned
nmate agrees o have IGRP staff edit	Not Assigned	r Appeal to	Not Assigned
statement for clarification		Formal Hearing Hearing	Not Assi DEF 007954

Inmate needs	Not Assigned	Status	
IGRP staff to write/requests the grievance		Date Hearing Disposition	
Inmate has filed this	Not Assigned	Accepted/Rejec ted	
grievance/reque st with a court of other agency		Confidential Incident	No
Inmate requires the assistance	Not Assigned	Interview Date	•
of an interpreter		Date Notified of Disposition	i.e.
Date of Incident	_ =	Visit Date	•
Time of Incident	VS	Documented UOF/COD	10
Facility	Otis Bantum Correctional Center (OBCC)		
Inmate Housing Area Location	2 S		
Facility where incident occured	•		
311/Grievance	Not Assigned		
Complaintant First Name		Complaintant Relationship to Inmate/Offende	
Complaintant Last Name	*	r	
Complaintant Phone Number	₩'	Complaintant Address	
Complaintant Email Address	(44)	Complaintant City	•
Complaint Status	Accepted	Complaintant State	2
Complaint Type	Not Assigned	Complaintant ZIP	φ
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Not Assigned	Response Date	
Inmate Housing Area	*		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievence
Created Date	Feb 16, 2019 09:39 PM	DueBy Date	Feb 23, 2019 09:49 PM DEF 007955

Response -DueBy Time

Last Update Time Feb 16, 2019 09:49 PM

Requester details

Name

outgoingagency

Email

outgoingagency@customerservice.ny

c.gov

Employee Id

-

Contact number

.

Department

....

Job Title

~

Mobile number

Share Details

- This Request is not shared with any user.

Resolution

- No resolution found.

#192399 City of New York - Correspondence #1-1-1685828095 Message to Agency Head, **DOC - Other Agency Complaint**

Status: Open Priority: -

by outgoingagency on Feb 20, 2019 10:00 PM | DueBy: Feb 27, 2019 10:14 PM (Delay by 960 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1685828095

DATE RECEIVED: 02/20/2019 21:58:18

DATE DUE: 03/06/2019 22:00:25

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 02/20/2019 21:59:15

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number.

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Email Address: N/A

Message: Otis Bantum Correctional Center (OBCC) peter rodquez 349 160 3090

i sawolled a battery and they are denying me medical services and im in alot of pain

Request Details			
roperties			
Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	Yes
Subcategory	Mental Health	PREA	No
Item	Suicidal Ideations	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Damien Cange	Employee(s)	*
Date of Complaint	Feb 20, 2019 10:13 PM	Involved Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1685828095	Witness	No
nmate First Name	PETER	Phone Number	
nmate Last Name	RODRIGUEZ	Visit Restricted	ing.
nmate Alias/Nickname	2	Placed In PC	Not Assigned
nmate Age	28	Action Requested by Inmate/Offende	3 7
nmate Age Group	22 and up (Adult)	Posts of Informal	
nmate B&C	3491603090	Date of Informal Resolution	
nmate NYSID	09839298P	Resolution Accepted by Inmate/Offende	Not Assigned
nmate agrees o have IGRP	Not Assigned	Г	Not Assigned 007958

staff edit statement for clarification		Formal Hearing Hearing	Not Assigned
Inmate needs	Not Assigned	Disposition Status	Not Assigned
IGRP staff to write/requests the grievance		Date Hearing Disposition	
Inmate has filed this	Not Assigned	Accepted/Rejec ted	
grievance/reque st with a court of other agency		Confidential Incident	No
Inmate requires	Not Assigned	Interview Date	
the assistance of an interpreter	-	Date Notified of Disposition	-
Date of Incident	:=:	Visit Date	€:
Time of Incident	(e)	Documented	12
Facility	Otis Bantum Correctional Center (OBCC)	UOF/COD	
Inmate Housing Area Location	RR		
Facility where incident occured			
311/Grievance	Not Assigned		
Complaintant First Name	X T :	Complaintant Relationship to Inmate/Offende	•
Complaintant Last Name	8	r	
Complaintant Phone Number	3	Complaintant Address	
Complaintant Email Address	÷	Complaintant City	
Complaint Status	Accepted	Complaintant State	
Complaint Type	Not Assigned	Complaintant ZIP	
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Not Assigned	Response Date	
Inmate Housing Area	¥		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constitu DEE r 007959

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Response DueBy Time	-	Last Update Time	Feb 20, 2019 10:19 PM	
Created Date	Feb 20, 2019 10:00 PM	DueBy Date	Feb 27, 2019 10:14 PM	

Requester details

Name

outgoingagency

Email

outgoingagency@customerservice.ny

c.gov

Employee Id

Contact number

Department

Job Title

Mobile number

Share Details

- This Request is not shared with any user.

Resolution

- No resolution found.

#192689 City of New York - Correspondence #1-1-1686115627 Message to Agency Head, DOC - Other **Agency Complaint**



by outgoingagency on Feb 21, 2019 04:30 PM | DueBy: Feb 28, 2019 04:43 PM

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To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1686115627

DATE RECEIVED: 02/21/2019 16:26:04

DATE DUE: 03/07/2019 16:30:01

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number.

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Email Address: N/A

Message: 3491603090 OBCC I WAS IN A LOT OF PAIN I SWALLOWED A BATTERY IM THROWING UP BLOOD. PETR RODINGEZ.

THEY REFUSE TO TAKE ME TO THE HOSPTIAL.

Request Details			
Properties			
Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Mental Health	PREA	No
ltem	inmate's Mental Health	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Viviana Landazuri	Employee(s)	5
Date of Complaint	Feb 21, 2019 04:41 PM	Involved	
Mode	311	Shield#	•
CRM#/Quorum	1-1-1686115627	Employee Type	Not Assigned
nmate First	Peter	Witness	No
Name		Phone Number	
nmate Last Name	Rodriguez	Visit Restricted	2 2
nmate Alias/Nickname	Ē.	Placed in PC	Not Assigned
nmate Age	28	Action Requested by Inmate/Offende	₹**
nmate Age Group	22 and up (Adult)	r Date of Informal	
nmate B&C	3491603090	Resolution	-
nmate NYSID	09839298P	Resolution Accepted by Inmate/Offende	Not Assigned
nmate agrees have IGRP	Not Assigned	r	
taff edit tatement for		Appeal to Formal Hearing	Not Assigned
larification		Hearing Disposition	Not AssiDEF 007962

Inmate needs	Not Assigned	Status	
IGRP staff to write/requests the grievance	Not Assigned	Date Hearing Disposition	:
Inmate has filed	Not Assigned	Accepted/Rejec ted	
grievance/reque st with a court of other agency		Confidential Incident	No
Inmate requires the assistance	Not Assigned	Interview Date	3
of an interpreter		Date Notified of Disposition	5
Date of Incident		Visit Date	*
Time of Incident	*	Documented	(ed)
Facility	Otis Bantum Correctional Center (OBCC)	UOF/COD	
Inmate Housing Area Location	5 W		
Facility where incident occured			
311/Grievance	Not Assigned		
Complaintant First Name	*	Complaintant Relationship to Inmate/Offende	-
Complaintant Last Name	7.	r	
Complaintant Phone Number		Complaintant Address	=
Complaintant Email Address	9 5 9	Complaintant City	\ <u></u>
Complaint Status	Accepted	Complaintant State	5 <u>27</u>
Complaint Type	Not Assigned	Complaintant ZIP	-
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Abated	Response Date	·
Inmate Housing Area	5		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievence
Created Date	Feb 21, 2019 04:30 PM	DueBy Date	Feb 28, 2019 04:43 PM DEF 007963

Resolved Date	Feb 26, 2019 04:48 PM	Completed Date	Feb 26, 2019 04:48 PM	
Time Elapsed	27hrs 17min	Response DueBy Time	*	
Request Closure Code	Not Assigned	Request Closure	-	
Last Update Time	Feb 26, 2019 04:47 PM	Comments		
Closed without	requester's acknowledgement			
Comments :				

Requester details	
Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	.=
Contact number	
Department	
Job Title	as:
Mobile number	

Share Details	- This Request is not shared with any user.
Resolution	- No resolution found.

#198594 City of New York - Correspondence #1-1-1695183603 Message to Agency Head, DOC - Other **Agency Complaint**



by outgoingagency on Mar 15, 2019 04:35 PM | DueBy: Mar 22, 2019 04:41 PM (Delayed by 5 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1695183603

DATE RECEIVED: 03/15/2019 16:31:40

DATE DUE: 03/29/2019 16:34:40

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 03/15/2019 16:29:55

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Email Address: N/A

Message: PETER RODRIGUEZ LOCATED AT West Facility (WF) AND HIS BOOK AND CASE IS 3491603090 I HAD ASKED THE OFFICER ON THE FLOOR HER NAME IS GOMEZ IM HAVING ISSUES WITH MY ASTHMA AND THE OFFICIERS ARE REFUSING TO CALL ANYBODY. THEY ARE REFUSING TO CALL THE MEDICAL EMERGENCY FOR ME

Request Details			
Properties			
Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Medical – DOC Facility Related	PREA	No
ltem	Access to Care	Staff Complaint	Yes
Group	Constituent & Grievance	Involves DOC Employee	Yes
Technician	Ho, Woo	Employee(s)	CO Gomez
Date of Complaint	Mar 15, 2019 04:40 PM	Involved Shield#	N/A
Mode	311	Employee Type	Uniformed Staff
CRM#/Quorum	1-1-1695183603	Witness	No
nmate First Name	Peter	Phone Number	=
nmate Last Name	Rodriguez	Visit Restricted	•
nmate Alias/Nickname	-2	Placed in PC	Not Assigned
nmate Age	28	Action Requested by Inmate/Offende	≈ 5
nmate Age Group	22 and up (Adult)	r	
nmate B&C	3491603090	Date of Informal Resolution	#X
nmate NYSID	09839298P	Resolution Accepted by Inmate/Offende	Not Assigned
nmate agrees o have IGRP	Not Assigned	r Appeal to	Not Assigned
staff edit		Formal Hearing	Not Assigned DEF 007966

statement for clarification		Hearing Disposition Status	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Date Hearing Disposition Accepted/Rejec	8
Inmate has filed this grievance/reque	Not Assigned	ted Confidential Incident	No
st with a court of other agency		Interview Date	
Inmate requires the assistance of an interpreter	Not Assigned	Date Notified of Disposition	
Date of Incident		Visit Date	
Time of Incident	*	Documented UOF/COD	•
Facility	West Facility (WF)		
Inmate Housing Area Location	SPR 7		9
Facility where incident occured	2		
311/Grievance	Not Assigned		
Complaintant First Name		Complaintant Relationship to Inmate/Offende	.(*
Complaintant Last Name	2 €	r	
Complaintant Phone Number	2.5)	Complaintant Address	
Complaintant Email Address	a=:	Complaintant City	•
Complaint Status	Accepted	Complaintant State	· · · · · · · · · · · · · · · · · · ·
Complaint Type	Not Assigned	Complaintant ZIP	*
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Abated	Response Date	<u>u</u>
Inmate Housing Area	-		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievence
Created Date	Mar 15, 2019 04:35 PM	DueBy Date	Mar 22, 2019 04:41 PM 967

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Resolved Date

Mar 28, 2019 11:46 AM

Completed Date

Mar 28, 2019 11:46 AM

Time Elapsed

76hrs 10min

Response

Request Closure Code

Not Assigned

DueBy Time

Last Update Time

Mar 28, 2019 11:46 AM

Request Closure Comments

Closed without requester's acknowledgement

Comments:

Requester details

Name

outgoingagency

Email

outgoingagency@customerservice.ny

Employee Id

Contact number

Department

Job Title

Mobile number

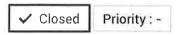
Share Details

- This Request is not shared with any user.

Resolution

- No resolution found.

#202726 City of New York - Correspondence #1-1-1701506558 Message to Agency Head, DOC - Other **Agency Complaint**



by outgoingagency on Mar 31, 2019 06:31 AM | DueBy: Apr 7, 2019 08:43 AM

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1701506558

DATE RECEIVED: 03/31/2019 06:25:32

DATE DUE: 04/14/2019 06:30:39

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: 3491603090

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 03/31/2019 06:26:05

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number.

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Email Address: N/A

Message: BREAKFAST WAS DENIED AFTER MAKING COMPLAINT ABOUT THE FRESHNESS OF THE MILK, LATOSE

INTOLORENT. DID NOT GET TO ETA. PETER RODRIGUEZ

West Facility (WF)

Properties Status Closed Site Not associated to any site Category Constituent & Grievance Escalate Issue No Subcategory Staff PREA No Item zComplaint Staff Complaint Yes Group Constituent & Grievance Involves DOC Employee Technician Damien Cange Employee(s) Involved Shield# Date of Complaint Shield# Mode 311 Employee Type Not Assigned	
Status Closed Site Not associated to any site Category Constituent & Grievance Escalate Issue No Subcategory Staff PREA No Item zComplaint Staff Complaint Yes Group Constituent & Grievance Involves DOC Employee Technician Damien Cange Employee(s) Involved Shield# - Mode 311	
Category Constituent & Grievance Escalate Issue No Subcategory Staff PREA No Item zComplaint Staff Complaint Yes Group Constituent & Grievance Involves DOC Employee Technician Damien Cange Employee(s) Involved Shield# Mode 311	
Subcategory Staff PREA No Item zComplaint Staff Complaint Yes Group Constituent & Grievance Involves DOC Employee Technician Damien Cange Employee(s) Involved Complaint Shield# Mode 311	
Item zComplaint Staff Complaint Yes Group Constituent & Grievance Involves DOC Employee Technician Damien Cange Employee(s) Involved Date of Complaint Shield# - Mode 311	
Group Constituent & Grievance Involves DOC Employee Technician Damien Cange Employee(s) Date of Mar 31, 2019 08:40 AM Complaint Shield# Mode 311	
Technician Damien Cange Employee Employee(s) Involved Shield# Mode 311	
Technician Damien Cange Employee(s) - Date of Mar 31, 2019 08:40 AM Complaint Shield#	
Date of Mar 31, 2019 08:40 AM Complaint Shield# Mode 311	
Mode 311	
Linbloyce Type Type Assigned	
CRM#/Quorum 1-1-1701506558 Witness No	
Inmate First PETER Name Phone Number	
Inmate Last RODRIGUEZ Visit Restricted -	
Inmate Placed In PC Not Assigned Alias/Nickname	
Inmate Age 28 Requested by Inmate/Offende	
Inmate Age 22 and up (Adult)	
Inmate B&C 3491603090 Date of Informal - Resolution	
Inmate NYSID 09839298P Resolution Not Assigned Accepted by Inmate/Offende	
Inmate agrees Not Assigned r to have IGRP	
staff edit Appeal to Not Assigned Formal Hearing DEF 007970	

statement for clarification		Hearing Disposition Status	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Date Hearing Disposition Accepted/Rejec	•
Inmate has filed this grievance/reque	Not Assigned	ted Confidential Incident	No
st with a court of other agency		Interview Date	
Inmate requires the assistance of an interpreter	Not Assigned	Date Notified of Disposition	·
Date of Incident	*1	Visit Date	
Time of Incident	a.	Documented UOF/COD	* 3
Facility	West Facility (WF)		
Inmate Housing Area Location	SPR 7		
Facility where incident occured	-		
311/Grievance	Not Assigned		
Complaintant First Name		Complaintant Relationship to Inmate/Offende	THE
Complaintant Last Name	(P	r	
Complaintant Phone Number	Se.	Complaintant Address	2 -
Complaintant Email Address	*	Complaintant City	_
Complaint Status	Accepted	Complaintant State	•
Complaint Type	Not Assigned	Complaintant ZIP	et.
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Unsubstantiated	Response Date	
Inmate Housing Area	•		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievence
Created Date	Mar 31, 2019 06:31 AM	DueBy Date	Apr 7, 2019 08:43 AM 7971

ime Elapsed	9hrs 0min	Response	*
		DueBy Time	
Request Closure Code	Not Assigned	Request Closure	¥
ast Update	Apr 1, 2019 08:42 PM	Comments	

Name outgoingagency
Email outgoingagency@customerservice.ny c.gov

Employee Id Contact number Department Job Title Mobile number -

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

#250290 City of New York — Correspondence #EC-00044698 Message to Agency Head, DOC-Other **Agency Complaint**

	✓ Closed	Priority : -
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by nyc311feedback on Oct 4, 2019 12:43 PM | DueBy © Oct 11, 2019 12:59 PM (Delayed by 9 days)

Description
To: constituentservices@doc.nyc.gov
Your City of New York - CRM Correspondence Number is EC-00044698
DATE RECEIVED: 10/04/2019 12:43:00
DATE DUE: 10/18/2019 12:43:00
SOURCE: 3-1-1 Call Center
RELATED SR# OR CASE#: N/A
EMPLOYEE NAME OR ID#: N/A
DATE/TIME OF INCIDENT:
LANGUAGE NEED:
ADDRESS: N/A
The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.
Message Type:
Topic: Other Agency Complaint
First Name:
Last Name:
Organization:
Apartment Number:
Street Address:
City:
State:
Postal Code:
Country:
Work Phone #:
Email Address: N/A
Message: North Infirmary Command (NIC) INMATE STATES THAT A GUARD MADE PETER RODRID EFC 100 79 723 TOT HE

TOILET AND AFR REFUSING TO TAKE THE CUFFS OFF OF HIM. INMATE ALSO STATED THAT PETERS WRIST ARE INJURED AND HES BEEN CUFFED FOR THE PAST 20 MINUTES . CALL WAS TRANSFERRED TO 911 OPERATOR ID 1810.

This e-mail, including any attachments, may be confidential, privileged or otherwise legally protected. It is intended only for the addressee. If you received this e-mail in error or from someone who was not authorized to send it to you, do not disseminate, copy or otherwise use this e-mail or its attachments. Please notify the sender immediately by reply e-mail and delete the e-mail from your system.

Request Details **Properties** Status Closed Site Not associated to any site Category Constituent & Grievance Escalate Issue No Subcategory Medical - DOC Facility Related **PREA** No Item Access to Care Staff Complaint Yes Group Constituent & Grievance Involves DOC Yes Employee Technician Ho, Woo Employee(s) N/A Involved Date of Oct 4, 2019 12:57 PM Complaint Shield# N/A Mode 311 **Employee Type** Uniformed Staff CRM#/Quorum EC-00044698 Witness Nο Inmate First Peter Phone Number Name Inmate Last Rodriguez Visit Restricted Name Placed In PC Not Assigned Inmate Alias/Nickname Action Requested by Inmate Age 28 Inmate/Offende Inmate Age 22 and up (Adult) Group Date of Informal Resolution Inmate B&C 3491603090 Resolution Not Assigned Inmate NYSID 09839298P Accepted by Inmate/Offende **DEF 007974**

Inmate agrees to have IGRP staff edit statement for	Not Assigned	Appeal to Formal Hearing	Not Assigned
clarification	Not Assigned	Hearing Disposition Status	Not Assigned
IGRP staff to write/requests the grievance		Date Hearing Disposition	3 5 1
Inmate has filed	Not Assigned	Accepted/Rejec ted	
grievance/reque st with a court of other agency		Confidential Incident	No
Inmate requires	Not Assigned	Interview Date	æ
the assistance of an interpreter		Date Notified of Disposition	:=:
Date of Incident	(数)	Visit Date	: # 3.
Time of Incident	*	Documented UOF/COD	
Facility	North Infirmary Command (NIC)		
Inmate Housing Area Location	3C		
Facility where incident occured	2		
311/Grievance	None		
Complaintant First Name	2	Complaintant Relationship to	
Complaintant Last Name	-	Inmate/Offende r	
Complaintant Phone Number	%e	Complaintant Address	
Complaintant Email Address	: *	Complaintant City	:=:
Complaint Status	Accepted	Complaintant State	
Complaint Type	Subject to IGRP but forwarded to other unit	Complaintant ZIP	≥
ADA Request Type	Not Assigned	Housing Area Type	General Population
	Unauhatantietad	Response Date	-
Request Validation	Unsubstantiated		
Inmate Housing Area	<u></u>		
Created By	System	Department	Not AssiDEF 007975

SLA	Not Assigned	Template	Constituent & Grievence		
Created Date	Oct 4, 2019 12:43 PM	DueBy Date	Oct 11, 2019 12:59 PM		
Resolved Date	Oct 21, 2019 12:06 PM	Completed Date	Oct 21, 2019 12:06 PM		
Time Elapsed	98hrs 22min	Response DueBy Time	×		
Request Closure Code	Not Assigned	Request Closure	æ		
Last Update Time	Oct 21, 2019 12:06 PM	Comments			
Closed without requester's acknowledgement					
Comments :					

ils	
nyc311feedback	
nyc311feedback@customercare.nyc. gov	
a a constant of the constant o	
	nyc311feedback@customercare.nyc. gov

Share Details	- This Request is not shared with any user.	
Resolution	- No resolution found	

Description

#260802 City of New York - Correspondence #EC-00061693 Message to Agency Head, DOC-Visiting Rikers Island by nyc311feedback on Nov 13, 2019 10:48 AM | DueBy: Nov 20, 2019 10:54 AM (Delay by 695 days)

To: constituentservices@doc.nyc.gov		
Your City of New York - CRM Correspondence Number is EC-000	61693	
DATE RECEIVED: 11/13/2019 10:47:22		
DATE DUE: 11/27/2019 10:47:22		
SOURCE: 3-1-1 Call Center		
RELATED SR# OR CASE#: N/A		
EMPLOYEE NAME OR ID#: N/A		
DATE/TIME OF INCIDENT:		
LANGUAGE NEED:		
ADDRESS: N/A		
The e-mail message below was submitted to the City of New Yor	k via NYC,gov or the 311 Call Center. It is forwarded to your agency by the 31	Customer Service Center. In accordance with the Cityw
Message Type:		
Topic: Visiting Rikers Island		
First Name:		
Last Name:		
Organization:		
Apartment Number:		
Street Address:		
City:		
State:		
Postal Code:		
Country:		
Work Phone #:		
Email Address: N/A		
Message: PETER RODRIGUEZ 3491603090 LOCATED AT MDC STA	ATED THAT HE NOT RECEIVING HIS MAIL THAT SENT TO HIM TWO MONTHS A	AGO; HE BELIEVED THAT C.O ANGRY BECAUSE OF INCI
This e-mail, including any attachments, may be confidential, privile	ged or otherwise legally protected, it is intended only for the addressee, if you	received this e-mail in error or from someone who was
Request Details		
Properties		
Status	Open	
Category	Constituent & Grievance	
Subcategory	Correspondence/Mail	
Item	. Missing incoming mail	
Group	Constituent & Grievance	
Technician	Nathan Lebron	
Date of Complaint	Nov 13, 2019 10:52 AM	
Mode	311	DEF 007977

CRM#/Quorum EC-00061693

Inmate First Name Peter

Inmate Last Name Rodriguez

Inmate Alias/Nickname

Inmate Age 29

Inmate Age Group 22 and up (Adult) Inmate B&C 3491603090 Inmate NYSID 09839298P

Inmate agrees to have IGRP staff edit statement for Not Assigned

clarification

Inmate needs IGRP staff to write/requests the grievance Not Assigned

Inmate has filed this grievance/request with a court of other

agency

Not Assigned

Inmate requires the assistance of an interpreter Not Assigned

Date of Incident

Time of Incident

Facility Manhattan Detention Complex (MDC)

Inmate Housing Area Location 9 SOUTH

Facility where incident occured

311/Grievance None

Complaintant First Name Anonymous Complaintant Last Name Anonymous

Complaintant Phone Number

Complaintant Email Address

Complaint Status Accepted

Complaint Type Subject to IGRP ADA Request Type Not Assigned Request Validation Not Assigned

Inmate Housing Area

Created By System

SLA Not Assigned

Created Date Nov 13, 2019 10:48 AM

Response DueBy Time

Requester details

Name nyc311feedback

Email nyc311feedback@customercare.nyc.gov

Employee Id

Contact number

Department

Job Title

Mobile number

Share Details - This Request is not shared with any user.

Resolution

- No resolution found.

Description

#265994 City of New York - Correspondence #EC-00069912 Message to Agency Head, DOC-Other Agency Complaint by nyc311feedback on Dec 3, 2019 11:41 AM | DueBy: Dec 10, 2019 12:32 PM (Delayed by 2 days)

10. constituentservices@doc.nyc.gov		
Your City of New York - CRM Correspondence Number is EC-00	0069912	
DATE RECEIVED: 12/03/2019 11:40:46		
DATE DUE: 12/17/2019 11:40:46		
SOURCE: 3-1-1 Call Center		
RELATED SR# OR CASE#: N/A		
EMPLOYEE NAME OR ID#: N/A		
DATE/TIME OF INCIDENT:		
LANGUAGE NEED:		
ADDRESS: N/A		
The e-mail message below was submitted to the City of New Yo	ork via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 31	1 Customer Service Center. In accordance with the Cityw
Message Type:		
Topic: Other Agency Complaint		
First Name:		
Last Name:		
Organization:		
Apartment Number:		
Street Address:		
City:		
State:		
Postal Code:		
Country:		
Work Phone #:		
Email Address: N/A		
Message: PETER RODRIGUEZ 3491603090 MDC MS JACKSON A	SKED QUESTION ABOUT SEXUAL HEALTH CALLER IS UNCOMFORTABLE WAN	TS HER TO STAY AWAY FROM CALLER
This e-mail, including any attachments, may be confidential, privil	eged or otherwise legally protected, it is intended only for the addressee. If you	received this e-mail In error or from someone who was
Request Details		
Properties		
Status	Closed	
Category	Constituent & Grievance	
Subcategory	Sexual Assault/Abuse Allegation	
Item	Staff on inmate	
Group	Constituent & Grievance	
Technician	Damien Cange	
Date of Complaint	Dec 3, 2019 12:29 PM	
Mode	311	DEF 007980

CRM#/Quorum EC-00069912

Inmate First Name PETER

Inmate Last Name RODRIGUEZ

Inmate Alias/Nickname

Inmate Age 29

Inmate Age Group 22 and up (Adult) inmate B&C 3491603090

Inmate NYSID 09839298P

Inmate agrees to have IGRP staff edit statement for Not Assigned clarification

Inmate has filed this grievance/request with a court of other

Not Assigned Not Assigned

agency

Inmate needs IGRP staff to write/requests the grievance

Not Assigned

Inmate requires the assistance of an interpreter

Date of incident

Time of Incident

Facility Manhattan Detention Complex (MDC)

inmate Housing Area Location 9 SOUTH

Facility where incident occured

311/Grievance None

Complaintant First Name

Complaintant Last Name

Complaintant Phone Number

Complaintant Email Address

Complaint Status Accepted

Complaint Type Not Subject to IGRP **ADA Request Type** Not Assigned

Request Validation Not Assigned

Inmate Housing Area

Created By System SLA Not Assigned

Created Date Dec 3, 2019 11:41 AM

Resolved Date Dec 12, 2019 04:03 PM

Time Elapsed 67hrs 22min Request Closure Code Not Assigned

Last Update Time Dec 12, 2019 04:03 PM

Closed without requester's acknowledgement

Comments:

Name

Requester details

nyc311feedback

Email nyc311feedback@customercare.nyc.gov

Employee Id

Contact number

Case 1:20-cv-09840-JHR-BCM Document 145-12 Filed 12/29/22 Page 109 of 127

Share Details - This Request is not shared with any user.

Resolution - No resolution found

Description

#268347 City of New York - Correspondence #EC-00073321 Message to Agency Head, DOC-Other by nyc311feedback on Dec 11, 2019 12:10 PM | DueBy: Dec 18, 2019 12:14 PM

To: constituentservices@doc.nyc.gov		
Your City of New York - CRM Correspondence Number is EC-000	73321	
DATE RECEIVED: 12/11/2019 12:08:53		
DATE DUE: 12/25/2019 12:08:53		
SOURCE: 3-1-1 Call Center		
RELATED SR# OR CASE#: N/A		
EMPLOYEE NAME OR ID#: N/A		
DATE/TIME OF INCIDENT:		
LANGUAGE NEED:		
ADDRESS: N/A		
The e-mail message below was submitted to the City of New York	k via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311	Customer Service Center. In accordance with the Cityw
Message Type:		
Topic: Other		
First Name: PETER		
Last Name: RODRIGUEZ		
Organization:		
Apartment Number:		
Street Address:		
City:		
State:		
Postal Code:		
Country:		
Work Phone #: 2120000000		
Email Address: N/A		
Message: North Infirmary Command (NIC) BOOK AND CASE 3496	03090 I AM BEING REFUSED DENTAL SERVICES AND I AM IN PAIN, I BELIEVE	THIS IS RETALIATION DUE TO PAST INFRACTIONS, I W
This e-mail, including any attachments, may be confidential, privile	ged or otherwise legally protected. It is intended only for the addressee, if you	received this e-mail In error or from someone who was
Request Details		
Properties		
Status	Closed	
Category	Constituent & Grievance	
Subcategory	Medical – H&H Related	
Item	Dental Care	
Group	Constituent & Grievance	
Technician	Ho, Woo	
Date of Complaint	Dec 11, 2019 12:13 PM	
Mode	311	DEF 007983

CRM#/Quorum EC-00073321

Inmate First Name Peter

Inmate Last Name Rodriguez

Inmate Alias/Nickname

Inmate Age 29

Inmate Age Group 22 and up (Aduit)

Inmate B&C 3491603090 Inmate NYSID 09839298P

Inmate agrees to have IGRP staff edit statement for clarification

Time of Incident

Not Assigned

Inmate needs IGRP staff to write/requests the grievance

Not Assigned Not Assigned

Inmate has filed this grievance/request with a court of other agency

Inmate requires the assistance of an interpreter

Not Assigned

Date of Incident

Facility North Infirmary Command (NIC)

Inmate Housing Area Location ЗD

Facility where incident occured

311/Grievance None

Complaintant First Name

Complaintant Last Name

Complaintant Phone Number

Complaintant Email Address

Complaint Status Accepted

Complaint Type Subject to IGRP but forwarded to other unit

ADA Request Type Not Assigned Request Validation Not Assigned

Inmate Housing Area

Created By System SLA Not Assigned

Created Date Dec 11, 2019 12:10 PM

Resolved Date Dec 11, 2019 02:24 PM

Time Elapsed 2hrs 14min

Request Closure Code Not Assigned

Last Update Time Dec 11, 2019 02:24 PM

Closed without requester's acknowledgement

Comments:

Requester details

nyc311feedback Name

Email nyc311 feedback@customercare.nyc.gov

Employee Id

Contact number

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Department		ØI.
Job Title		es:
Mobile number	r	15/
Share Details	- This Request is not shared with any user.	
Resolution	- No resolution found.	

#271346 City of New York - Correspondence #EC-00077707 Message to Agency Head, DOC-Other Agency Complaint by nyc311feedback on Dec 22, 2019 02:01 PM | DueBy: Dec 29, 2019 03:30 PM

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is EC-C	200077-0-	
DATE RECEIVED: 12/22/2019 14:01:14	00077707	
DATE DUE: 01/05/2020 14:01:14		
SOURCE: 3-1-1 Call Center		
RELATED SR# OR CASE#: N/A		
EMPLOYEE NAME OR ID#: N/A		
DATE/TIME OF INCIDENT:		
LANGUAGE NEED:		
ADDRESS: N/A		
The e-mail message below was submitted to the City of New Y	ork via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 3	111 Customer Service Center. In accordance with the Cityw
Message Type:		
Topic: Other Agency Complaint		
First Name: TETER		
Last Name: RODRIGUEZ		
Organization:		
Apartment Number:		
Street Address:		
City:		
State:		
Postal Code:		
Country:		
Work Phone #:		
Email Address: NO@EMAIL.COM		
Message: TETER RODRIGUEZ 3491603090 North Infirmary Comi HIM TO COME AROUND ME I WANT THIS TO BE INVESTIGATED	mand (NIC) HOUSING UNIT 3D CAPTAIN SMITH SAID HE WILL RAPE ME AND	HE SAID IF I COME OUT THE CELL WHEN HE IS AT WORK
This e-mail, including any attachments, may be confidential, privil	leged or otherwise legally protected. It is intended only for the addressee. If you	u received this e-mail in error or from someone who was
Request Details		
Properties		
Status	Closed	
Category	Constituent & Grievance	
Subcategory	Sexual Assault/Abuse Allegation	
Item	Staff on inmate	
Group	Constituent & Grievance	
Technician	Danita Bacchus	
Date of Complaint	Dec 22, 2019 03:29 PM	DEF COTOCS
Mode	311	DEF 007986

CRM#/Quorum EC-00077707

Inmate First Name PETER

Inmate Last Name RODRIGUEZ

Inmate Alias/Nickname

Inmate Age 29

Inmate Age Group 22 and up (Adult)

 Inmate B&C
 3491403090

 Inmate NYSID
 09839298P

Inmate agrees to have IGRP staff edit statement for Not Assigned clarification

Inmate needs IGRP staff to write/requests the grievance Not Assigned

Inmate has filed this grievance/request with a court of other agency Not Assigned

Inmate requires the assistance of an interpreter Not Assigned

Date of Incident

Time of Incident

Facility North Infirmary Command (NIC)

Inmate Housing Area Location 3D

Facility where incident occured

311/Grievance None

Complaintant First Name

Complaintant Last Name

Complaintant Phone Number

Complaintant Email Address

Complaint Status Accepted

Complaint Type Not Subject to IGRP

ADA Request Type Not Assigned

ADA Hequest Type Not Assigned

Request Validation Not Assigned

Inmate Housing Area

Created By System

SLA Not Assigned

 Created Date
 Dec 22, 2019 02:01 PM

 Resolved Date
 Dec 22, 2019 08:48 PM

Response DueBy Time

Request Closure Comments

Closed without requester's acknowledgement

Comments :

Requester details

Name nyc311feedback

Email nyc311 feedback@customercare.nyc.gov

Employee Id

Contact number

Department Job Title Mobile number Share Details - This Request is not shared with any user.

Resolution

- No resolution found.

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Description

#271353 City of New York - Correspondence #EC-00077716 Message to Agency Head, DOC-Other Agency Complaint by nyc311feedback on Dec 22, 2019 02:26 PM $\,$ | DueBy : Dec 29, 2019 04:03 PM (Delay by 656 days)

To: constituentservices@doc_nyc.gov					
Your City of New York - CRM Correspondence Number is EC-000	077716				
DATE RECEIVED: 12/22/2019 14:25:32					
DATE DUE: 01/05/2020 14:25:32					
SOURCE: 3-1-1 Call Center					
RELATED SR# OR CASE#: N/A					
EMPLOYEE NAME OR ID#: N/A					
DATE/TIME OF INCIDENT:					
LANGUAGE NEED:					
ADDRESS: N/A					
The e-mail message below was submitted to the City of New Yor	rk via NYC.gov or the 311 Call Center. It is forwarded to	o your agency by the 31	1 Customer Service Cen	ter. In accordance v	vith the Cityw
Message Type:					
Topic: Other Agency Complaint					
First Name:					
Last Name:					
Organization:					
Apartment Number:					
Street Address:					
City:					
State:					
Postal Code:					
Country:					
Work Phone #:					
Email Address: N/A					
Message: North Infirmary Command (NIC 3491603090 PETER RC	DDRIGUEZ INMATE HAS ASTHMA THERE WAS A FIRE D	DENIED MEDICAL SERVI	CES		
•					
This e-mail, including any attachments, may be confidential, privile	eged or otherwise legally protected. It is intended only	for the addressee. If you	received this e-mail in o	error or from somed	ne who was
Request Details					
nequest betails					
Properties					
Status	Open				
Category	Constituent & Grievance				
Subcategory	Medical – H&H Related				
item	Access to Care				
Group	Constituent & Grievance				
Technician	Danita Bacchus				
Date of Complaint	Dec 22, 2019 04:02 PM				
Mode	211		DEF 007	7989	

CRM#/Quorum EC-00077716 Inmate First Name PETER Inmate Last Name RODRIGUEZ Inmate Alias/Nickname Inmate Age 29 Inmate Age Group 22 and up (Adult) Inmate B&C 3491603090 Inmate NYSID 09839298P Inmate agrees to have IGRP staff edit statement for clarification Not Assigned Inmate needs IGRP staff to write/requests the grievance Not Assigned Inmate has filed this grievance/request with a court of other Not Assigned agendy Inmate requires the assistance of an interpreter Not Assigned Date of Incident Time of Incident Facility North Infirmary Command (NIC) Inmate Housing Area Location 3D Facility where incident occured

311/Grievance None Complaintant First Name Complaintant Last Name Complaintant Phone Number Complaintant Email Address Complaint Status Accepted

Complaint Type Subject to IGRP but forwarded to other unit

ADA Request Type Not Assigned Request Validation Not Assigned

Inmate Housing Area

Created By System Not Assigned

Created Date Dec 22, 2019 02:26 PM

Response DueBy Time

Requester details

nyc311feedback Name

Email nyc311feedback@customercare.nyc.gov

Employee Id Contact number Department Job Title

Mobile number

Share Details

- This Request is not shared with any user.

Resolution - No resolution found.

#271359 City of New York - Correspondence #EC-00077724 Message to Agency Head, DOC-Employee Compliment by nyc911feedback on Dec 22, 2019 02:49 PM | DueBy: Dec 29, 2019 04:16 PM (Delay by 656 days)

Description	
To: constituentservices@doc_nyc.gov	
Your City of New York - CRM Correspondence Number is EC-00	0077724
DATE RECEIVED: 12/22/2019 14:49:00	
DATE DUE: 01/05/2020 14:49:00	
SOURCE: 3-1-1 Call Center	
RELATED SR# OR CASE#: N/A	
EMPLOYEE NAME OR ID#: N/A	
DATE/TIME OF INCIDENT:	
LANGUAGE NEED:	
ADDRESS: N/A	
The e-mail message below was submitted to the City of New Yo	ork via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center, In accordance with the City
Message Type:	
Topic: Employee Compliment	
First Name:	
Last Name:	
Organization:	
Apartment Number:	
Street Address:	
City:	
State:	
Postal Code:	
Country:	
Work Phone #:	
Email Address: N/A	
Message: INMATE: PETER RODRIGUEZ, B/C#3491603090, LOCAT THIS HAS INJURED BOTH HIS HAND AND ARM AND MR RODRUG	TION: RIKER'S ISLAND NORTH INFIRMARY COMMAND, CO RIDRIGUEZ AND CAPT SMITH USES FORCE ON MR RODRIGUEZ. THEY SLA GUEZ ASKED TO BE TRANSFERRED TO THE MEDICAL LINE AFTER HE WAS FINISHED REPORTING THIS TO 311. WHICH HE WAS, MR F
This e-mail, including any attachments, may be confidential, privile	eged or otherwise legally protected. It is intended only for the addressee, If you received this e-mail in error or from someone who was
Request Details	
Properties	
Status	Open
Category	Constituent & Grievance
Subcategory	Assault Allegation (No UOF)
Item	Assault by Staff
Group	Constituent & Grievance
Technician	Danita Bacchus
Date of Complaint	Dec 29, 2019 04:14 DM
,	DEF 007992

Mode 311

CRM#/Quorum EC-00077724

Inmate First Name PETER

Inmate Last Name RODRIGUEZ

Inmate Alias/Nickname

Inmate Age 29

Inmate Age Group 22 and up (Adult)

Inmate B&C 3491603090

Inmate NYSID 09839298P

Inmate agrees to have IGRP staff edit statement for clarification Not Assigned

Inmate needs IGRP staff to write/requests the grievance

Not Assigned

Inmate has filed this grievance/request with a court of other

Inmate requires the assistance of an interpreter Not Assigned

Date of Incident

Time of Incident

Facility North Infirmary Command (NIC)

Not Assigned

Inmate Housing Area Location 3D

Facility where incident occured

311/Grievance None

Complaintant First Name

Complaintant Last Name

Complaintant Phone Number

Complaintant Email Address

Complaint Status Accepted

Complaint Type Not Subject to IGRP

ADA Request Type Not Assigned Request Validation Not Assigned

Inmate Housing Area

Created By System SLA Not Assigned

Created Date Dec 22, 2019 02:49 PM

Response DueBy Time

Requester details

nyc311feedback Name

Email nyc311feedback@customercare.nyc.gov

Employee Id

Contact number

Department

Job Title

Mobile number

Resolution - No resolution found.

Description

#272833 City of New York - Correspondence #EC-00079771 Message to Agency Head, DOC-Visiting Rikers Island by nyc311feedback on Dec 29, 2019 12:18 PM | DueBy: Jan 5, 2020 02:13 PM (Delayed by 4 days)

To: constituentservices@doc.nyc.gov	
Your City of New York - CRM Correspondence Number is EC-00	1079771
DATE RECEIVED: 12/29/2019 12:17:48	
DATE DUE: 01/12/2020 12:17:48	
SOURCE: 3-1-1 Call Center	
RELATED SR# OR CASE#: N/A	
EMPLOYEE NAME OR ID#: N/A	
DATE/TIME OF INCIDENT:	
LANGUAGE NEED:	
ADDRESS: N/A	
The e-mail message below was submitted to the City of New Yo	ork via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Cityw
Message Type:	
Topic: Visiting Rikers Island	
First Name:	
Last Name:	
Organization;	
Apartment Number:	
Street Address:	
City:	
State:	
Postal Code:	
Country:	
Work Phone #:	
Ernail Address: N/A	
Message: RIKERS NIC INFERMARY COMMAND PETER RODRIQUE	EZ 3491603090 OFFICERS SLAMMED HIM ON THE FLOOR. FIRE AND SMOKE AND BRONCHITIS. USE OF FORCE AND DID NOT TAKE H
This e-mall, including any attachments, may be confidential, privile	eged or otherwise legally protected, it is intended only for the addressee. If you received this e-mail in error or from someone who was
Request Details	
Properties	
Status	Closed
Category	Constituent & Grievance
Subcategory	Medical – DOC Facility Related
Item	Access to Care
Group	Constituent & Grievance
Technician	Danita Bacchus
Date of Complaint	Dec 29, 2019 02:11 PM
Mode	DEF 007995

CRM#/Quorum

EC-00079771

Inmate First Name

PETER

Inmate Last Name

RODRIGUEZ

Inmate Alias/Nickname

inmate Age

29

Inmate Age Group

22 and up (Adult)

Inmate B&C

3491603090

Inmate NYSID

09839298P

inmate agrees to have IGRP staff edit statement for

Not Assigned

Inmate needs IGRP staff to write/requests the grievance

Inmate has filed this grievance/request with a court of other

Not Assigned

Not Assigned

Inmate requires the assistance of an interpreter

Not Assigned

Date of Incident

Time of Incident

Facility

North Infirmary Command (NIC)

Inmate Housing Area Location Facility where incident occured 2D

311/Grievance

None

Complaintant First Name

Complaintant Last Name

Complaintant Phone Number

Complaintant Email Address

Complaint Status

Accepted

Complaint Type

Subject to IGRP but forwarded to other unit

ADA Request Type

Not Assigned

Request Validation

Unsubstantiated

Inmate Housing Area

Created By

SLA

System

Created Date

Not Assigned Dec 29, 2019 12:18 PM

Resolved Date

Jan 10, 2020 09:25 AM

Time Elapsed

72hrs 25min

Request Closure Code

Not Assigned

Last Update Time

Jan 10, 2020 09:25 AM

Closed without requester's acknowledgement

Comments

Requester details

Name

nyc311feedback

Email

nyc311feedback@customercare.nyc.gov

Employee Id

Contact number

Case 1:20-cv-09840-JHR-BCM Document 145-12 Filed 12/29/22 Page 124 of 127

Department		
Job Title		120
Mobile number	r	5)
Share Details	- This Request is not shared with any user.	
Resolution	- No resolution found	

#281518 City of New York - Correspondence #EC-00091688 Message to Agency Head, DOC-Other

by nyc311feedback on Jan 30, 2020 06:15 AM | DueBy : Feb 6, 2020 07:27 AM (Delayed by 21 days)

Description

To: constituentservices@doc_nyc_gov	
Your City of New York - CRM Correspondence Number is EC-00	091688
DATE RECEIVED: 01/30/2020 06:15:35	
DATE DUE: 02/13/2020 06:15:35	
SOURCE: 3-1-1 Call Center	
RELATED SR# OR CASE#: N/A	
EMPLOYEE NAME OR ID#: N/A	
DATE/TIME OF INCIDENT:	
LANGUAGE NEED:	
ADDRESS: N/A	
The e-mail message below was submitted to the City of New Yo	rk via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Cityw
Message Type:	
Topic: Other	
First Name:	
Last Name:	
Organization:	
Apartment Number:	
Street Address:	
City:	
State:	
Postal Code:	
Country:	
Work Phone #:	
Email Address: N/A	
Message: PETER RODRIQUEZ 3491603090 GRVC HOUSE 13 B CE HANDCUFFS IN ORDER TO LEAVE HIS CELL 911 WAS BROUGHT (ELL 20 (INMATES WIFE CALLED 311) THE INMATE HAS NOT WASHED IN FOUR DAYS. THE DEPT STATES THAT THEY DON'T HAVE TH ON THE LINE OPERATOR 2135 ANSWERED THE CALL AND 311 DISENGAGED THE LINE
This e-mail, including any attachments, may be confidential, privile	eged or otherwise legally protected. It is intended only for the addressee, If you received this e-mail in error or from someone who was
	5 The state of the
Request Details	
request betains	
Properties	
Status	Closed
Category	Constituent & Grievance
Subcategory	Mental Health
Item	Suicidal Ideations
Group	Constituent & Grievance
Technician	Kristine McCormick
Date of Complaint	Jan 30, 2020 07:26 AM
•	DEF 007998

Mode 311

CRM#/Quorum EC-00091688

Inmate First Name Peter

Inmate Last Name Rodriguez

Inmate Alias/Nickname

Inmate Age 29

Inmate Age Group 22 and up (Adult)

Inmate B&C 3491603090

Inmate NYSID 09839298P

Inmate agrees to have IGRP staff edit statement for clarification Not Assigned

Inmate needs IGRP staff to write/requests the grievance Not Assigned

Inmate has filed this grievance/request with a court of other Not Assigned

Inmate requires the assistance of an interpreter Not Assigned

Time of Incident

Date of Incident

Facility George R. Vierno Center (GRVC)

Inmate Housing Area Location 13B

Facility where incident occured

311/Grievance None

Complaintant First Name

Complaintant Last Name

Complaintant Phone Number

Complaintant Email Address

Complaint Status Accepted

Complaint Type Subject to IGRP but forwarded to other unit

ADA Request Type Not Assigned

Request Validation Unsubstantiated

Inmate Housing Area

Created By System

SLA Not Assigned

Created Date Jan 30, 2020 06:15 AM Resolved Date Feb 27, 2020 09:56 AM

Time Elapsed 180hrs 56min Request Closure Code Not Assigned

Last Update Time Feb 27, 2020 09:56 AM

Closed without requester's acknowledgement

Comments

Requester details

nyc311feedback Name

Email nyc311feedback@customercare.nyc.gov

Employee Id

Contact number Department Job Title Mobile number Share Details - This Request is not shared with any user.

Resolution - No resolution found:

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